

Project Design Phase-II

Data Flow Diagram & User Stories

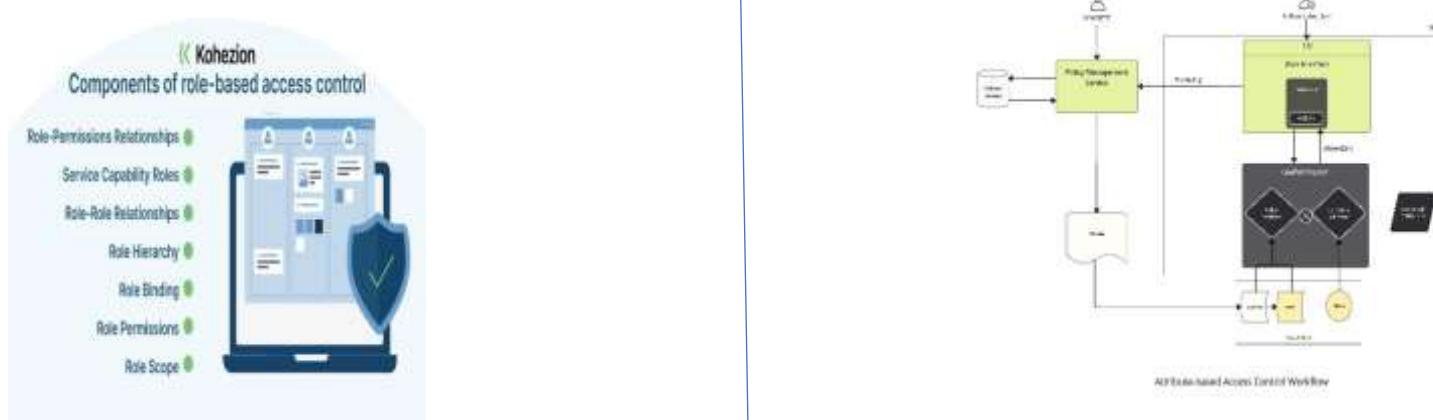
Date	13 November 2025
Team ID	NM2025TMID02267
Project Name	Optimizing user, group and role management with access control and workflows
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a graphical tool used to represent the movement of data within a system, highlighting how information is input, processed, stored, and output.

In the project "**Optimizing User, Group, and Role Management with Access Control and Workflows**", the DFD demonstrates how ServiceNow manages user-related data and ensures secure access through automated workflows. It illustrates the interaction between the system administrator, ServiceNow platform, and end users during user creation, role assignment, and access validation. When a new user or role request is initiated, the system verifies authorization, updates the user database, and triggers approval workflows as needed. This streamlined flow enhances data security, ensures proper access control, minimizes manual errors, and improves administrative efficiency across the organization.

Example:



User Stories:

User stories define the needs and goals of different users interacting with the system in simple, action-oriented language. In this project, they help ensure that user, group, and role management processes in ServiceNow are automated, secure, and efficiently controlled through access workflows. This approach minimizes manual errors, enforces proper authorization, and enhances overall system governance.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
System Administrator	User Creation and Role Assignment	USN-1	As a system administrator, I want to create and assign roles to users efficiently so that access levels are consistent with organizational policies.	The system should allow admins to create users and assign appropriate roles with predefined permissions	High	Sprint-1
System (Automation Workflow)	Automated Access Control Validation	USN-2	As a system, I must automatically validate user access requests based on assigned roles and workflows to ensure proper authorization.	Access is granted or denied automatically according to defined workflow rules and role hierarchy.	High	Sprint-1
Auditor / Compliance Officer	Access Tracking and Reporting	USN-3	As an auditor, I want to track and review user access logs to ensure compliance with security policies.	The system should generate detailed reports of user, group, and role activities with timestamps and actions.	Medium	Sprint-2