

Project Design Phase-II

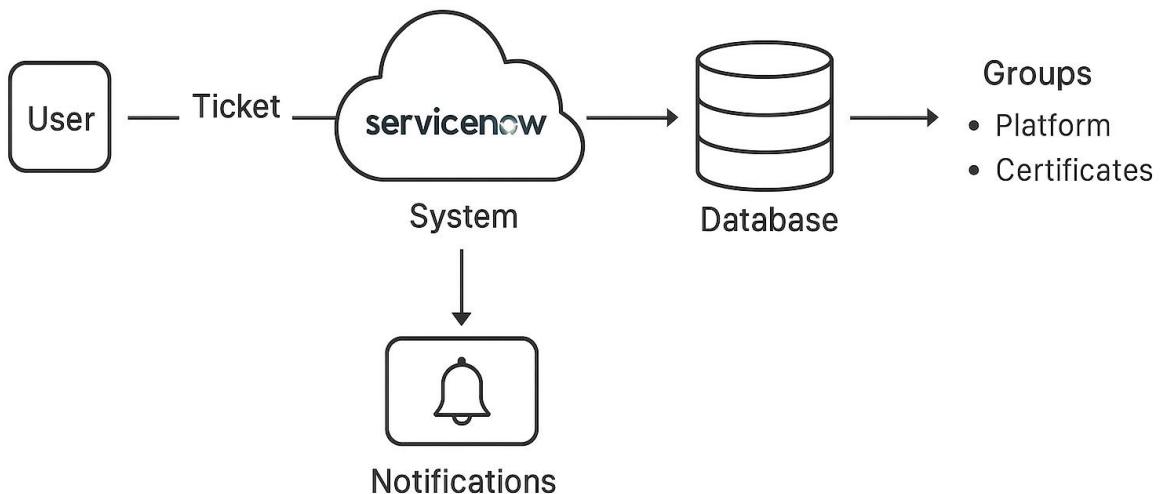
Data Flow Diagram & User Stories

Date	2 November 2025
Team ID	NM2025TMID00329
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagrams (DFD)

A Data Flow Diagram (DFD) provides a visual representation of how data moves through a system. It illustrates the relationship between users, processes, and data storage, showing where information originates, how it's processed, and where it's delivered.

In this project, *Streamlining Ticket Assignment for Efficient Support Operations*, the DFD demonstrates the flow of ticket-related information between users, the ServiceNow platform, and the support groups (Platform and Certificate teams). The system automatically routes tickets to the appropriate group based on issue type and updates users in real time.



User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	User & Group Management	USN-1	As an admin, I want to create and manage users and groups in ServiceNow to assign responsibilities properly.	System allows creation of users and groups with correct linking.	High	Sprint – 1
System (Automation)	Flow Configuration	USN-2	As a system, I must trigger the flow whenever a ticket is created or updated under the Operations table.	Flow activates automatically and logs results.	High	Sprint – 1
Support Agent	Ticket Assignment	USN-3	As a support agent, I want tickets to be assigned automatically to my group based on issue type.	Ticket is routed to the correct group without manual intervention	High	Sprint – 2
Administrator	Access Control	USN-4	As an admin, I want to apply ACL rules so only authorized users can view or modify tickets.	Unauthorized users are restricted from accessing tickets.	Medium	Sprint – 2
User	Notification Updates	USN-5	As a user, I want to receive notifications whenever my ticket is updated or resolved.	Notification is triggered for every status change	Medium	Sprint – 2
System (Validation)	Role Verification	USN-6	As a system, I must verify assigned roles before allowing any updates to records.	Update allowed only if user has the required role.	Medium	Sprint – 3

Auditor	Reporting and Tracking	USN-7	As an auditor, I want to view logs of all ticket assignments and updates for compliance.	All ticket actions are stored and accessible for audit.	Low	Sprint – 3
---------	------------------------	-------	--	---	-----	------------

Example Description (Data Flow Summary)

- **Admin/User:** Creates or updates a ticket request.
- **Flow Designer:** Detects the issue condition and triggers routing logic.
- **System Process:** Validates the issue type (e.g., “Unable to login,” “Certificate issue,” etc.).
- **Database Table:** Updates the record under *Operations Related* and assigns it to the proper group.
- **Group Members:** Receive notifications for new tickets and act upon them.
- **Resolution:** Ticket is updated and closed after completion.

Summary

The Data Flow Diagram and User Stories together define the functional structure of the automated ticket routing system. The DFD ensures data movement is logical and secure, while user stories guarantee that all stakeholders — admins, users, agents, and auditors — have their needs fulfilled.

Through this requirement analysis, the team established a strong foundation for developing and testing the automation in ServiceNow, ensuring that the solution delivers speed, accuracy, and scalability in support operations.