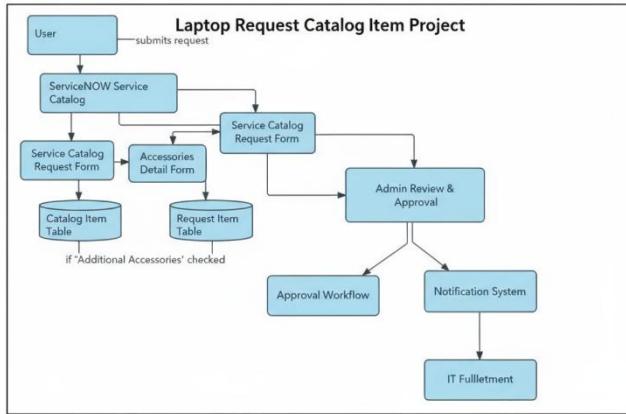


Project Design Phase-II - Data Flow Diagram & User Stories

Date	02 November 2025
Team ID	NM2025TMID03898
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagrams:



A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

In the project "Laptop Request Catalog Item", Data Flow Diagrams (DFDs) illustrate how laptop request submissions are processed within the ServiceNow Service Catalog. The DFD shows the interaction between the employee, the service catalog interface, UI policies, and the request database to capture laptop requirements. When the user selects additional accessories, the UI policy dynamically shows the accessories details field to ensure complete information capture.

User Stories:

User stories define what different users need from the system in simple, goal-focused language. In this project, they help ensure the system captures complete laptop request information through dynamic forms.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee	Laptop Request Submission	USN-1	As an employee, I want to request a laptop through a service catalog item	The catalog item should be accessible under Hardware category with all required fields	High	Sprint-1
Employee	Dynamic Form Fields	USN-2	As an employee, when I select additional accessories, I want to see the accessories details field	Field should become visible and mandatory when checkbox is selected	High	Sprint-1

System (Auto-check)	Field Validation	USN-3	As a system, I must enforce mandatory fields based on user selections	Accessories details cannot be empty if additional accessories is checked	High	Sprint-1
Employee	Form Reset	USN-4	As an employee, I want to reset the form if I make mistakes	Reset button should clear all fields and allow fresh entry	Medium	Sprint-2
IT Administrator	Update Set Management	USN-5	As an admin, I want to deploy this catalog item to production instance	Update set should contain all configurations and deploy successfully	High	Sprint-2