

Project Design Phase-II

Data Flow Diagram

Date	2 November 2025
Team ID	NM2025TMID06196
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Introduction

The Data Flow Diagram (DFD) represents how data moves within the *Laptop Request Catalog Item* system in ServiceNow. It helps visualize how information is collected, processed, and shared among users and system components.

This document includes:

- **Level 0 DFD (Context Diagram)** – showing the overall system interaction.
- **Level 1 DFD (Detailed Flow)** – showing internal processing and data movement.

2. Level 0 DFD – Context Diagram

Description

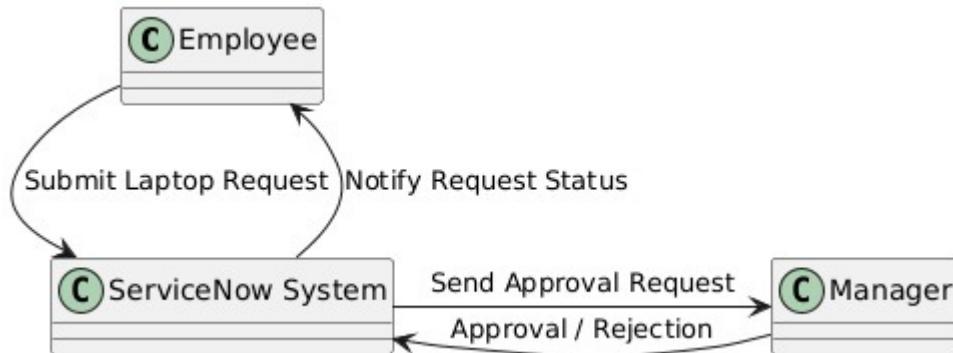
The Level 0 DFD illustrates the *Laptop Request System* as a single process interacting with external entities:

- **Employee:** Initiates the laptop request.
- **ServiceNow System:** Processes the request and handles approvals.
- **Manager:** Approves or rejects the laptop request.

The main data flow includes:

- Employee submits a request to the system.
- The system sends it for approval to the Manager.
- The Manager approves or rejects it.
- The system notifies the Employee of the result.

Diagram:



3. Level 1 DFD – Detailed Flow Diagram

Description

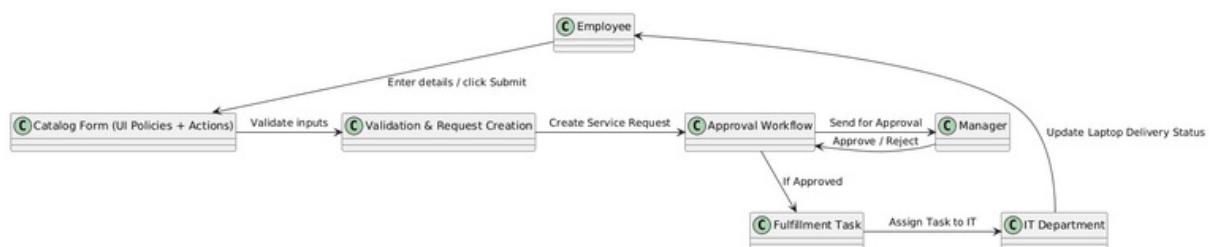
The Level 1 DFD breaks down the ServiceNow system into smaller processes:

- **Catalog Form:** User fills the laptop request form.
- **Validation & Request Creation:** Ensures data accuracy and creates a new request record.
- **Approval Workflow:** Sends approval request to the manager.
- **Fulfillment Task:** Assigns approved requests to the IT department for laptop delivery.
- **IT Department:** Updates delivery status and closes the request.

Data Flow Steps

1. Employee opens the *Laptop Request Form*.
2. UI Policies dynamically show/hide fields based on selections.
3. Validation ensures mandatory fields are filled.
4. System creates a *Service Request* record.
5. Manager receives an approval notification.
6. Upon approval, IT fulfills the request.
7. Employee is notified of the final status.

Diagram:



4. Conclusion

The Data Flow Diagrams clearly depict the workflow of the *Laptop Request Catalog Item*. They show how the system handles form submission, validation, approval, and fulfillment efficiently through ServiceNow's automation and workflow features. These diagrams ensure a clear understanding of the process for both developers and stakeholders.