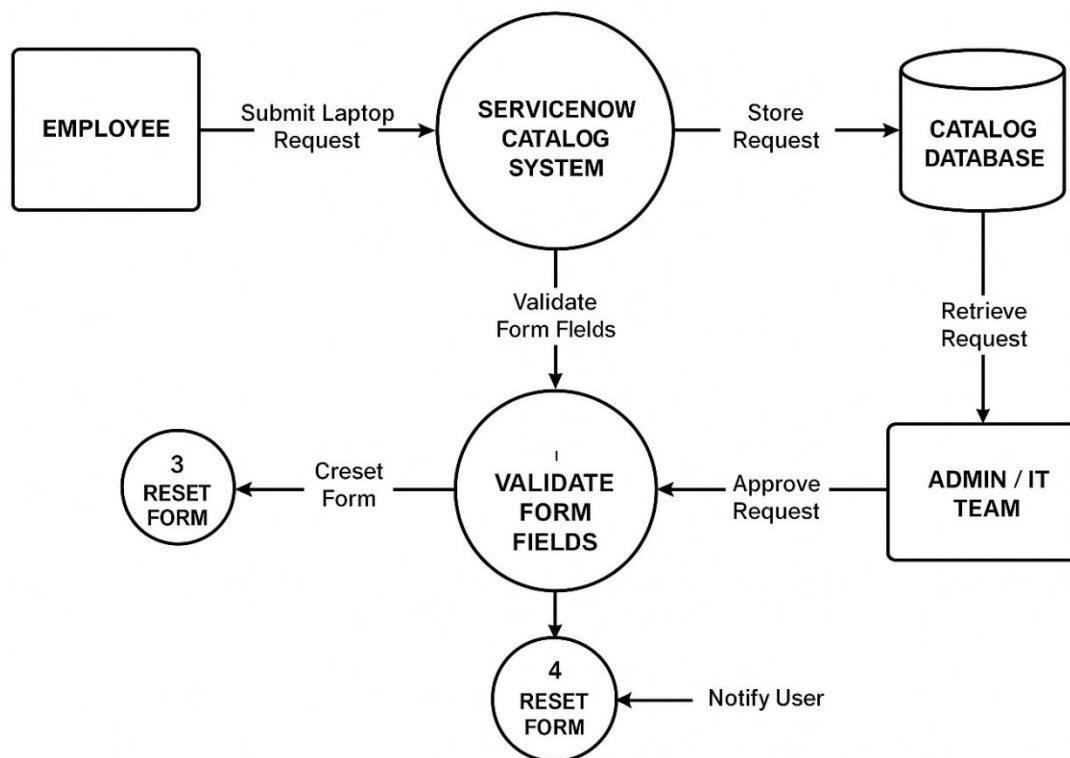


Project Design Phase-II

Data Flow Diagram & User Stories

Date	31 October 2025
Team ID	NM2025TMID03221
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagram:



The above DFD illustrates the complete journey of a laptop request within the ServiceNow Catalog system. It begins when an employee submits a request through the catalog form, which is then validated for required fields and dynamic visibility conditions. Once verified, the request data is stored in the catalog database and made available for the admin or IT team to review. After approval, the system updates the request status and notifies the employee. This structured flow ensures smooth communication between users, system processes, and data storage, resulting in a reliable and efficient request management process.

User Stories:

User Type	Functional Requirement	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee	Laptop Request Submission	USN-1	As an employee, I want to request a new laptop by filling out the catalog form so that I can receive the required device for work.	The system should allow form submission only after all required fields are completed.	High	Sprint-1
System (Auto-validation)	Dynamic Field Behavior	USN-2	As a system, I must show or hide the “Accessories Details” field based on whether the “Additional Accessories” checkbox is selected.	The field appears only when the checkbox is checked and hides otherwise.	High	Sprint-1
Employee	Form Reset	USN-3	As an employee, I want to reset the form easily so that I can clear all inputs if I make a mistake.	Clicking the reset button should clear all fields and show a confirmation message.	Medium	Sprint-2
Admin	Request Review and Approval	USN-4	As an admin, I want to view and approve laptop requests so that employees receive devices efficiently.	The admin can see all requests, approve or reject them, and status updates reflect correctly.	High	Sprint-2