Project Design Phase-II
Data Flow Diagram & User Stories

Date	02 November 2025
Team ID	NM2025TMID03045
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW

Data Flow Diagrams:

Data Flow Diagram (DFD) for an educational organization using ServiceNow represents how data moves through the system when handling academic operations like student management, faculty support, incident handling, and IT services, all facilitated via the ServiceNow platform.

ServiceNow in an educational setup helps automate:

- IT Service Management (ITSM)

- Help Desk Support

- HR Requests

- Facilities and Campus Services

- Student/Faculty Requests

User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
Customer (Mobile user)	Registration	USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
Customer (Mobile user)	Registration	USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
Customer (Mobile user)	Registration	USN-4	As a user, I can register for the application through Gmail	I can register & access the dashboard with Gmail Login	Medium	Sprint-1
Customer (Mobile user)	Login	USN-5	As a user, I can log into the application by entering email & password	Successful login redirects to dashboard	High	Sprint-1
Customer (Mobile user)	Dashboard	USN-6	As a user, I can view my enrolled courses, attendance, and grades on the dashboard	Dashboard displays relevant academic data	High	Sprint-2
Customer (Web user)	Notifications	USN-7	As a user, I can register using the university's portal through my roll number and email	I can raise a support ticket if I face issues	Medium	Sprint-3
Customer Care Executive	Knowledge Base	USN-8	As a support executive, I can view and manage incoming student tickets	I can search and read documents	High	Sprint-1
Administrator	User Management	USN-9	As an admin, I can add or update course offerings for the semester	Courses are visible to students in portal	high	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Administrator	Course Catalog	USN-10	As a support executive, I can generate reports on ticket resolution time and SLA	Changes reflect immediately in user list	Medium	Sprint-2
Administrator	Workflow Configuration	USN-11	As a user, I can access university policies and procedures	Workflow changes reflect in new tickets	High	Sprint-3
Administrator	Audit & Compliance	USN-12	As an admin, I can modify ticket workflows in ServiceNow	Audit logs are accessible & exportable	Medium	Sprint-1

Reference:

https://dev340899.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Dbb66abc0c3c5321041687405e40131c2