

Project Design Phase-II
Data Flow Diagram & User Stories

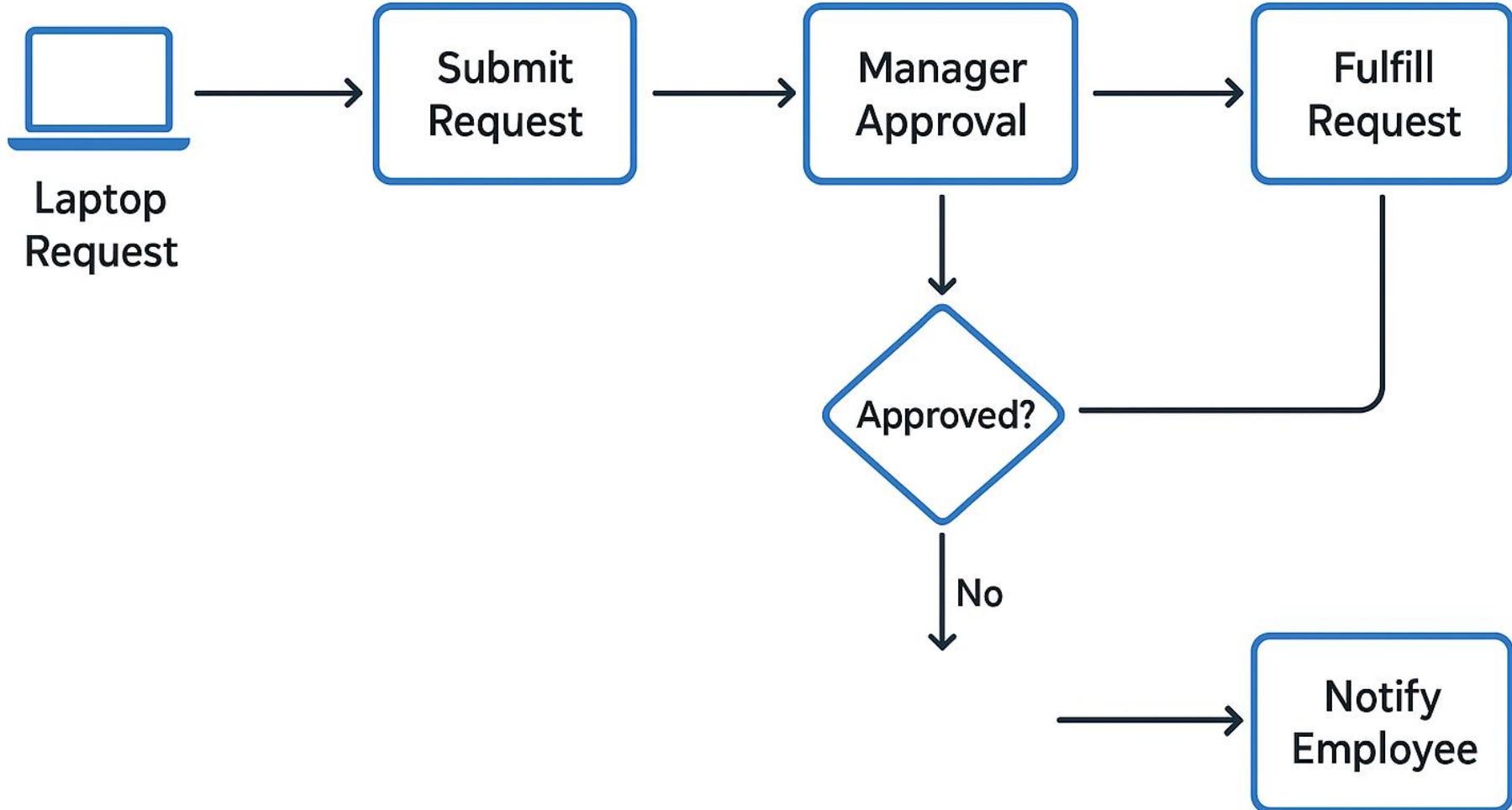
Date	1 NOVEMBER 2025
Team ID	NM2025TMID01871
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** is a graphical representation of the flow of information within the laptop request management system. It helps visualize how data moves through various modules such as request submission, approval, and fulfillment.

The DFD for the *Laptop Request Catalog Item* system illustrates:

- How a request is **submitted by an employee** through the ServiceNow catalog form.
- How it moves through **managerial approval** and **IT department fulfillment** stages.
- How **asset data** is updated in the **CMDB (Configuration Management Database)**.
- Notifications sent back to the employee at every key stage



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
Employee (Requester)	ServiceNow Setup	USN-1	As a developer, I can set up a Personal Developer Instance of ServiceNow for catalog configuration.	Instance is active and accessible for catalog creation.	Sprint-High	1
Employee (Requester)	Catalog Item Creation	USN-2	As a developer, I can create a Laptop Request Catalog Item with required fields like model, justification, and urgency.	Catalog Item is visible under Service Catalog > Hardware Requests.	Sprint-High	1
Manager / Approver	Workflow Configuration	USN-3	As a developer, I can configure an approval workflow for managers when a laptop request is submitted.	Approval request triggers automatically and notifies the approver.	Sprint-High	1
IT Support Staff	Fulfillment Process	USN-4	As a developer, I can create fulfillment tasks assigned to the IT team upon approval.	Tasks generate automatically after manager approval.	Sprint-High	2
Asset Manager	CMDB Integration	USN-5	As a developer, I can integrate the workflow with Asset Management and CMDB tables.	Laptop assignment is updated in the CMDB when fulfilled.	Sprint-Medium	2
Employee (Requester)	Notification Setup	USN-6	As a user, I can receive email notifications on request submission, approval, and fulfillment.	Notifications trigger correctly for all workflow stages.	Sprint-Medium	2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
IT Support Staff	Business Rule Automation	USN-7	As a developer, I can configure business rules to auto-update status fields.	Status changes automatically to "Approved," "In Progress," and "Delivered."	Sprint-Medium	3
Manager / Approver	Reporting	USN-8	As a manager, I can view reports on total laptop requests and approval times.	Reports show accurate data grouped by department or user.	Low	Sprint-3