

## Project Design Phase-2

### Data Flow Diagram & User Stories

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01621
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum marks	5 Marks

#### **Data Flow Diagrams:**

A Data Flow Diagram (DFD) visually represents how data moves through a system — showing its sources, processes, storage points, and destinations. It illustrates how information is input, transformed, and output, helping users understand the logical flow of data within the system.

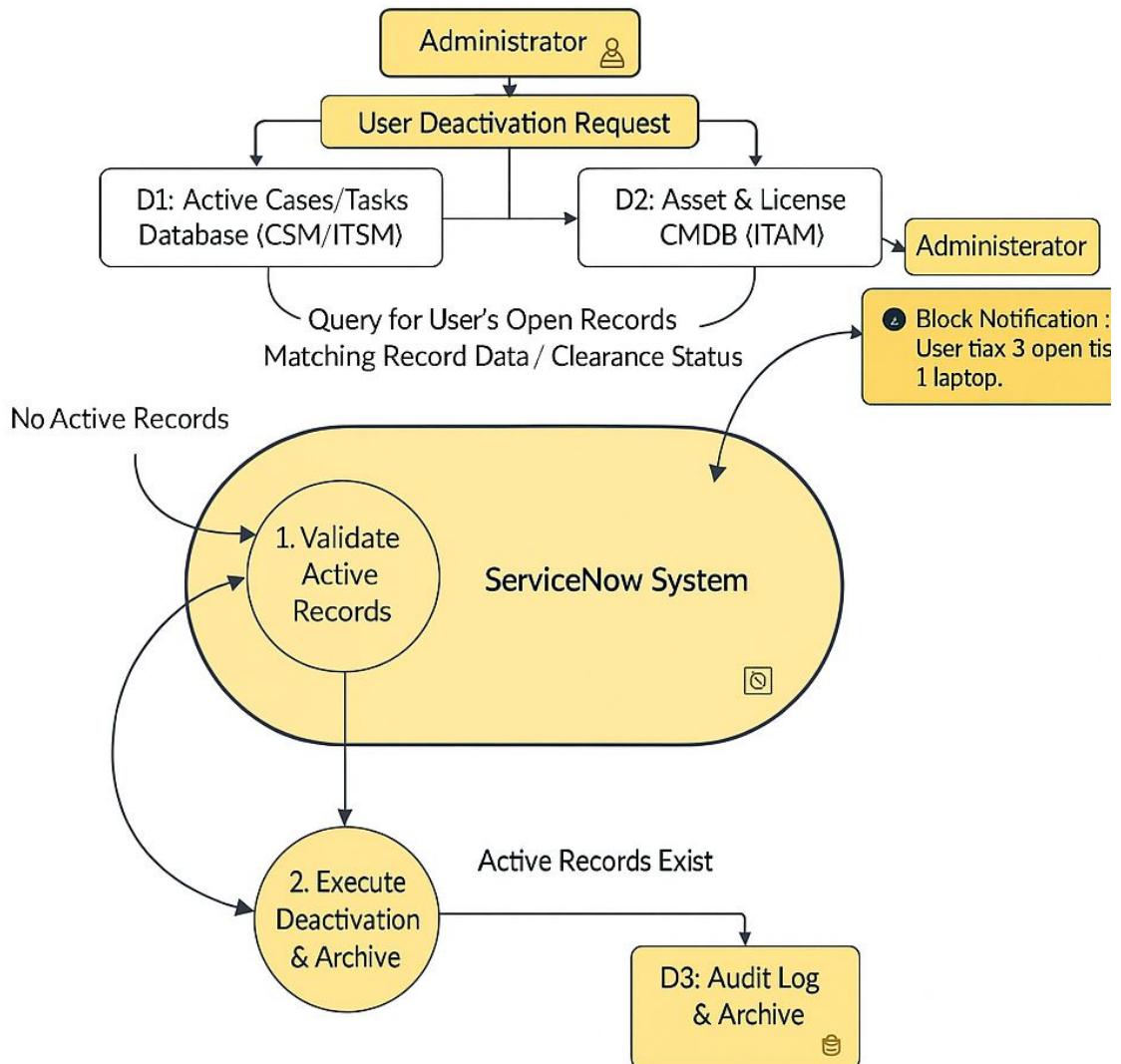
In the Educational Organization Using ServiceNow system, students submit various requests — such as leave applications, admissions, feedback, or maintenance issues — through the online portal. These requests are then received by the system and automatically routed to the appropriate department or administrator for action.

The administrator reviews each request and updates its status (e.g., *approved*, *rejected*, or *pending*). All relevant information is securely stored in the ServiceNow database. Once a decision is made, the system automatically sends a notification or message to the student, informing them of the outcome.

This streamlined and automated data flow between students, administrators, and the system minimizes manual effort, saves time, and enhances overall efficiency and transparency in institutional operations.

#### **Example User Stories:**

User stories describe the needs and goals of different users in clear, concise, and goal-oriented language. In this project, they help define how the system should behave from each user's perspective — ensuring that critical actions, such as user deletion, are controlled appropriately. By restricting deletions only when necessary, the system safeguards essential institutional data and maintains the integrity of academic and administrative workflows.



Who Needs It (User Type)	What They Need to Do (Epic)	Simple Goal (User Story)	How We Know It Works (Acceptance Criteria)	Priority
HR Admin	Manage Accounts	As an HR administrator, I need a button that safely initiates the process of removing a student or staff account.	The system opens the official <i>Offboarding Checklist</i> when the button is clicked.	High
ServiceNow System	Check Before Deleting	As the system, I must automatically verify whether the user has open tickets, unreturned assets, or active projects before allowing deletion.	The account is deleted only if no active items are found; otherwise, deletion is stopped.	High

Who Needs It (User Type)	What They Need to Do (Epic)	Simple Goal (User Story)	How We Know It Works (Acceptance Criteria)	Priority
<b>Facilities Staff</b>	Get Property Back	As a facilities staff member, I need the system to automatically create a task to collect the user's keys, ID card, and parking pass.	A <i>Facilities Work Order</i> is instantly generated listing the items to reclaim.	<b>High</b>
<b>Student Support Manager</b>	Reassign Work	As a student support manager, I need all of a departing user's open cases to be reassigned automatically to another team queue.	All open cases are transferred to the <i>General Support Queue</i> upon initiation of offboarding.	<b>Medium</b>
<b>IT Asset Manager</b>	Save Money	As an IT asset manager, I need the system to reclaim and release costly software licenses assigned to departing users.	The system marks each software license as available for reassignment.	<b>High</b>
<b>Auditor</b>	Record Keeping	As an auditor, I need the system to preserve a complete and permanent record of all user activities and transactions before deletion.	A full, uneditable history of the user's activities is securely stored prior to account removal.	<b>High</b>