

Project Design Phase – II

Data Flow Diagram & User Stories

Date: 01 November 2025

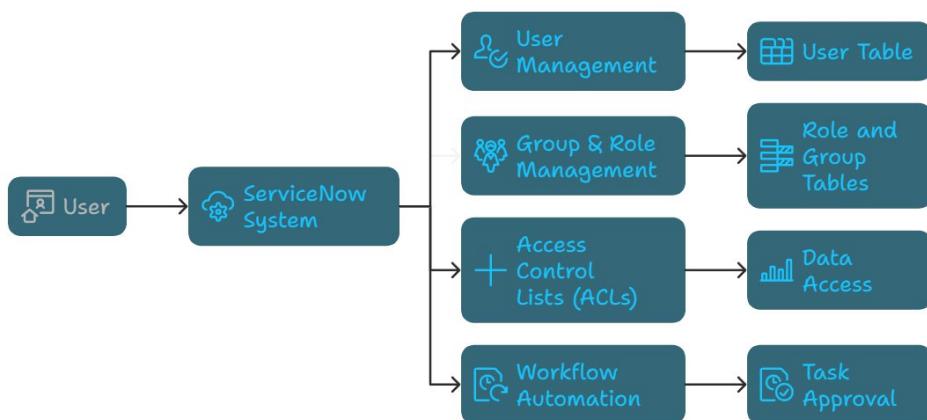
Team ID: NM2025TMID02637

Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

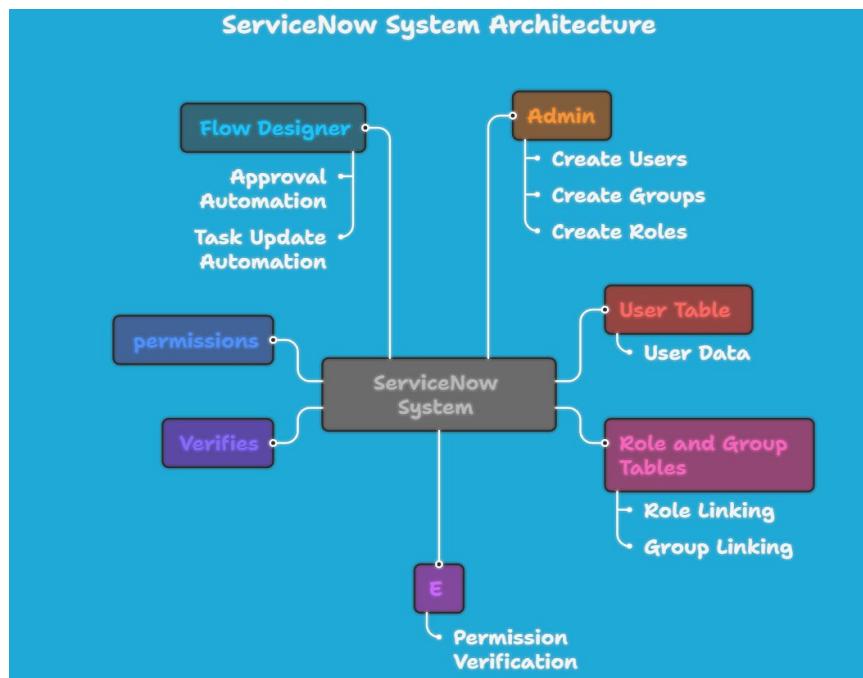
Maximum Marks: 4 Marks

Data Flow Diagrams:

Data Flow in User Management System



ServiceNow System Architecture



User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	User Management	USN-1	As an admin, I want to create and manage users so that each team member has a ServiceNow account.	The system allows adding, editing, and viewing users through the User module.	High	Sprint-1
Administrator	Group Management	USN-2	As an admin, I want to create groups for organizing project members.	Groups can be created and linked to roles in the system.	High	Sprint-1
Admin / System	Role Management	USN-3	As an admin, I want to create and assign roles to control access permissions.	Users gain access only to modules defined by their roles.	High	Sprint-2
Administrator	Assign Users to Groups	USN-4	As an admin, I want to assign users to groups and roles for task-based access.	Users inherit group roles and permissions after assignment.	Medium	Sprint-2
System (Auto-check)	Application Access	USN-5	As a system, I want to validate role-based access to each module automatically.	Access to tables and modules is restricted based on assigned roles.	High	Sprint-3
Administrator	Access Control List (ACL)**	USN-6	As an admin, I want to configure ACLs to secure data and restrict unauthorized edits.	Users can only view or edit fields as per ACL rules.	High	Sprint-3
System (Flow Designer)	Workflow Automation	USN-7	As a system, I want to automate task status updates and approvals using Flow Designer.	Status changes to “Completed” upon approval, ensuring streamlined workflow.	High	Sprint-4