ProjectDesignPhase-II

Data Flow Diagrams User Stories

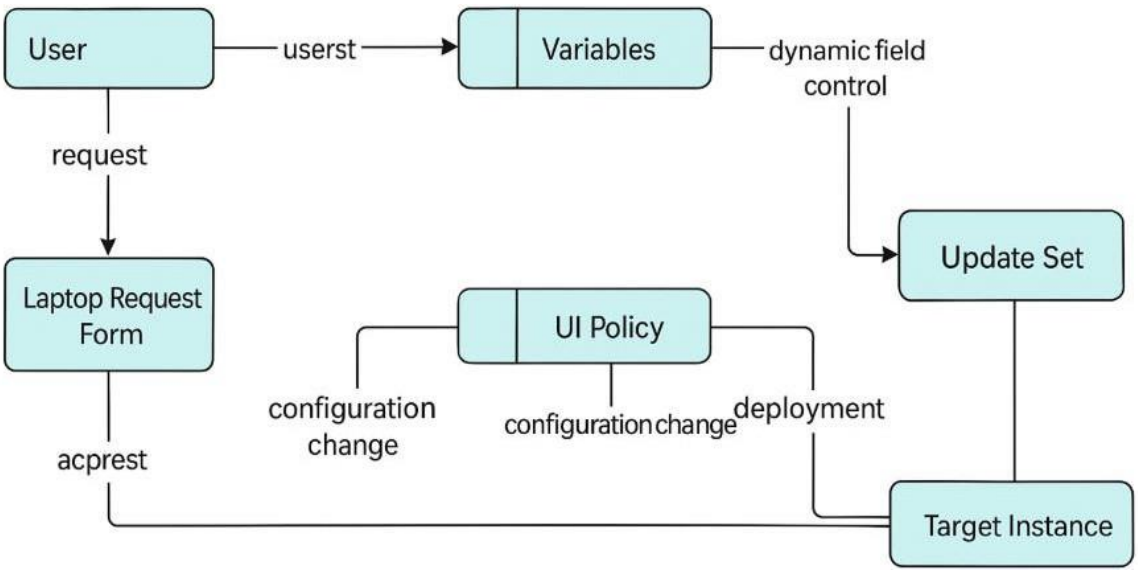
Date	01 November 2025
Team ID	NM2025TMID05341
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

DataFlowDiagram:

A Data Flow Diagram (DFD) is a graphical tool used to depict how information moves within a system. It outlines the interaction between external entities, internal processes, and data stores, demonstrating how input data is transformed into meaningful output through various operations. In the project **"Laptop Request Catalog Item,"** the DFD represents the workflow of how an employee raises a laptop request, how the ServiceNow platform processes that request, and how the subsequent approval and update actions take place.

Example:

FLOW



The DFD depicts the flow of interactions among the Employee (User), Service Catalog Form, Catalog Variables, UI Policies, and Approval Workflow components.

Flow

1. User requests request a laptop through the catalog item
2. Dynamic fields show or hide based on the user input
3. Configuration changes are made to support the form funcctionalty
4. All changes are stored in an update set for tracking and archiving
5. The catalog item is deployed to the target instance.

UserStory:

User stories describe the needs of different users in clear, goal-oriented terms. In this project, they ensure the system restricts user deletion only when appropriate, thereby safeguarding incident data.

UserType	Functional Requirement (Epic)	User Story Number	UserStory/Task	Acceptance Criteria	Priority	Release (Sprint)
Employee (Requester)	Laptop Request Form	**USN-1**	As an employee, I want to request a laptop through an online catalog form so that I can receive the required device efficiently without manual effort.	The system should allow the employee to submit a complete laptop request form with all necessary details.	High	Sprint-1
User (Employee)	Dynamic Field Visibility	**US-2**	As a user, I want the form to automatically show or hide specific fields based on my selections, so that I only see relevant options.	The form should dynamically adjust visible fields according to the user's input using Catalog UI Policies.	High	Sprint-1
User (Employee)	Reset Functionality	**USN-3**	As a user, I want a reset button on the	The reset button should instantly	Medium	Sprint-2

			catalog form so that I can clear all entries if I make a mistake.	clear all field values and restore them to their default states.		
Administrator	Update Set Deployment	**USN-4**	As an administrator, I want all configurations and customizations to be stored in a local update set so that I can deploy the catalog item securely to other instances.	All configurations must appear in the update set and be successfully exported and imported without any data loss.	High	Sprint-2
Approver (Manager)	Approval Workflow	**USN-5**	As an approver, I want to automatically receive submitted laptop requests for review and approval to streamline the workflow.	The system should send approval notifications and allow the manager to approve or reject requests.	High	Sprint-3
Tester	Functional Testing	**USN-6**	As a tester, I want to validate the catalog form under various input conditions to ensure correct The form must perform as expected across all use cases without producing errors.functionality and data consistency.	The form must perform as expected across all use cases without producing errors.	Medium	Sprint-3
System Administrator	Documentati -on & Governance	**USN-7**	As a system administrator, I want all changes and deployments to be properly documented and version-controlled to maintain governance and audit compliance.	Documentation must accurately reflect configurations and follow established version control policies.	Medium	Sprint-4