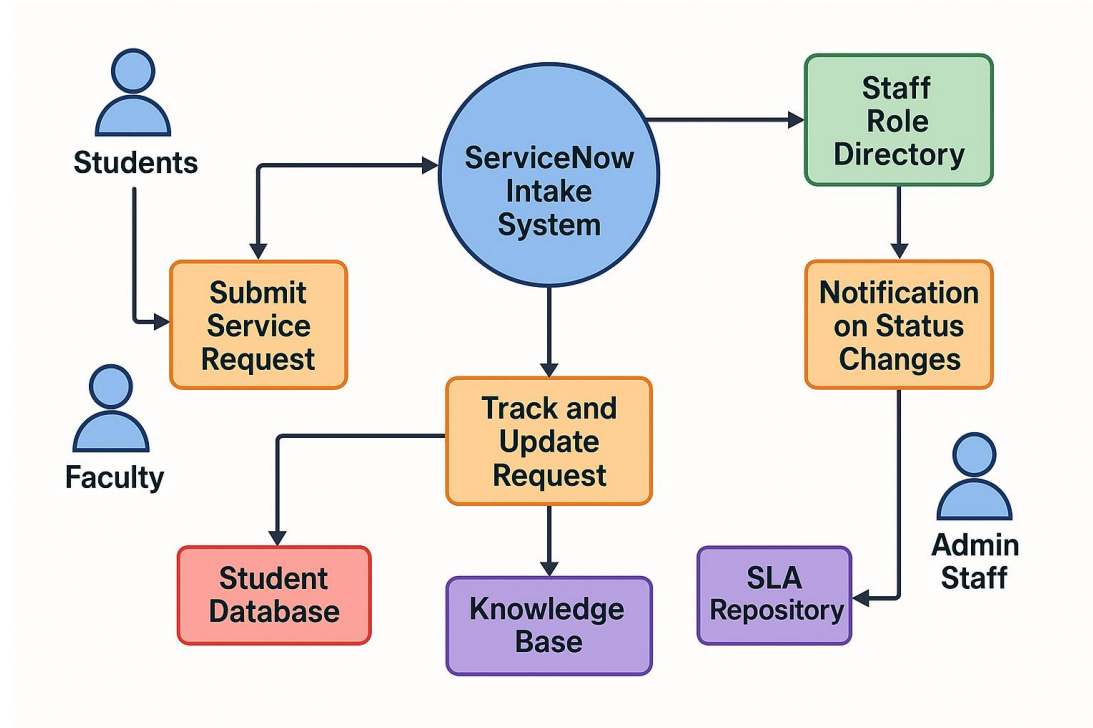


Project Design Phase-II Data Flow Diagram & User Stories

Date	30 June 2025
Team ID	LTVIP2025TMID29074
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) for the educational organization represents how data flows within the ServiceNow system across different academic and administrative modules, including student services, faculty support, and request handling.



User Stories

Use the template below to define the product backlog and organize the sprint schedule for efficient ServiceNow automation.

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority
Sprint-1	Student Request Intake	USN-EDU-1	As a student, I can submit requests for transcripts, ID cards, or course help.	2	High
Sprint-1	Assignment to Departments	USN-EDU-2	As a system, I can assign requests to the correct department based on request type.	3	High
Sprint-1	Role Mapping	USN-EDU-3	As an admin, I can assign faculty/staff to specific support roles and categories.	2	Medium
Sprint-2	SLA Tracking for Academic Requests	USN-EDU-4	As a system, I can monitor SLAs for requests like degree issuance and escalate delays.	4	High
Sprint-2	Student Communication	USN-EDU-5	As a student, I can receive email/SMS updates on my request status.	3	High
Sprint-2	Feedback Collection	USN-EDU-6	As an admin, I can collect student feedback on request resolution quality.	3	Medium
Sprint-3	Reporting & Dashboards	USN-EDU-7	As a manager, I can view dashboards showing department workload and SLA compliance.	4	Medium
Sprint-3	Testing & Go-Live	USN-EDU-8	As a QA engineer, I can test workflows and deploy the request management portal.	3	High