

Project Design Phase-II

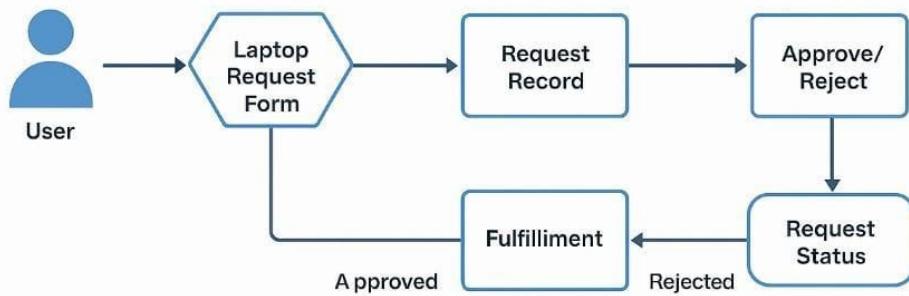
Data Flow Diagram & User Stories

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07861
Project Name	Laptop Request Catalog Item
Maximum Mark	4 Marks

Data Flow Diagram

The **Data Flow Diagram (DFD)** illustrates how data moves through the “**Laptop Request Catalog Item**” system within ServiceNow. It depicts the interaction between employees, managers, and IT staff as requests are submitted, validated, approved, and fulfilled.

Employees initiate a laptop request through the **Service Catalog**, which is automatically validated by the system for completeness. Once verified, the request is routed to the **manager** for approval. Upon approval, the **IT admin** fulfills the request, updates the asset record in the **CMDB**, and sends status notifications to the user. This workflow ensures transparency, automation, and efficient asset management.



User Stories

User Type	User Story / Task		Acceptance Criteria
Employee	As an employee, I want to request a laptop easily	As an employee, I want to request a laptop	The system should allow users to submit a laptop request form with mandatory details.
System (Auto-check)	As a system, I must validate that all required details (model, justification) are provided before submission	As a manager	Request submission should fail if fields are incomplete
Approver (Manager)		As an IT staff, I want to assign and update laptop delivery status	System should route the request to the manager for approval
IT Fulfillment			

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee	Laptop Request Submission	USN-1	As an employee, I want to easily request a laptop from the Service Catalog so I can begin my work without delay.	The system should allow employees to submit a laptop request form with all mandatory fields.	High	Sprint-1
System (Auto-check)	Request Validation	USN-2	As the system, I must validate that all required details (model, justification, and quantity) are filled before	The request submission should not proceed if any mandatory field is missing.	High	Sprint-1

			submission.			
Manager (Approver)	Approval Process	USN-3	As a manager, I want to review and approve or reject laptop requests submitted by employees.	The system should automatically route the request to the manager and update the request status based on the decision.	Medium	Sprint-2
IT Admin (Fulfillment)	Asset Assignment	USN-4	As an IT staff member, I want to assign a laptop and update the delivery and asset status once fulfilled.	The request status should automatically change to “ Completed ” upon successful assignment and delivery.	Medium	Sprint-2