

## Project Design Phase-II

### Data Flow Diagrams & User Stories

Date	1 November 2025
Team ID	NM2025TMID07317
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

#### Data Flow Diagrams:

A Data Flow Diagram (DFD) demonstrates the flow of information through the Educational Organisation system built on ServiceNow. It visualizes how data is collected, validated, and processed to maintain operational accuracy.

#### Level-0 (Context) DFD — Description

- External Entity: Administrator
- Process: ServiceNow Management System
- Data Stores: Student, Course, and Incident Records
- External System: Notification Module

Flow:

1. Administrator initiates actions.
2. System validates related data.
3. Updates are made if valid; alerts triggered otherwise.
4. Logs are maintained for audit and verification.

User Type	Functional Requirements	No.	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	User Management	USN-S1	Manage student records (add, update, delete) ensuring data validation.	Prevent deletion if linked with active records; confirm success messages for valid operations.	High	Sprint-1
System	Validation Rules	USN-S2	Perform automatic validation for each operation to ensure consistency.	Block invalid updates and record each failed attempt in logs.	High	Sprint-1
Instructor	View Access	USN-S3	View and monitor course and student details.	Read-only permissions must be enforced to prevent edits.	Medium	Sprint-2
Registrar	Audit Logs	USN-S4	Review and verify student modification logs for compliance.	Logs should include timestamps, user IDs, and activity details.	Medium	Sprint-2
Student	Self-Service	USN-S5	Submit update requests for profile data with admin approval.	All requests should require admin review before approval.	Low	Sprint-3
System	Notifications	USN-S6	Send automated alerts for any change or validation event.	Alerts must be instant, logged, and viewable by users.	Medium	Sprint-3

**Summary:**

This document provides a structured overview of the Educational Organisation project using ServiceNow. Only the 'Functional Requirement' column uses a smaller font to ensure perfect fit within table boundaries while maintaining clarity.

