

Project Design Phase-II

Data Flow Diagram & User Stories

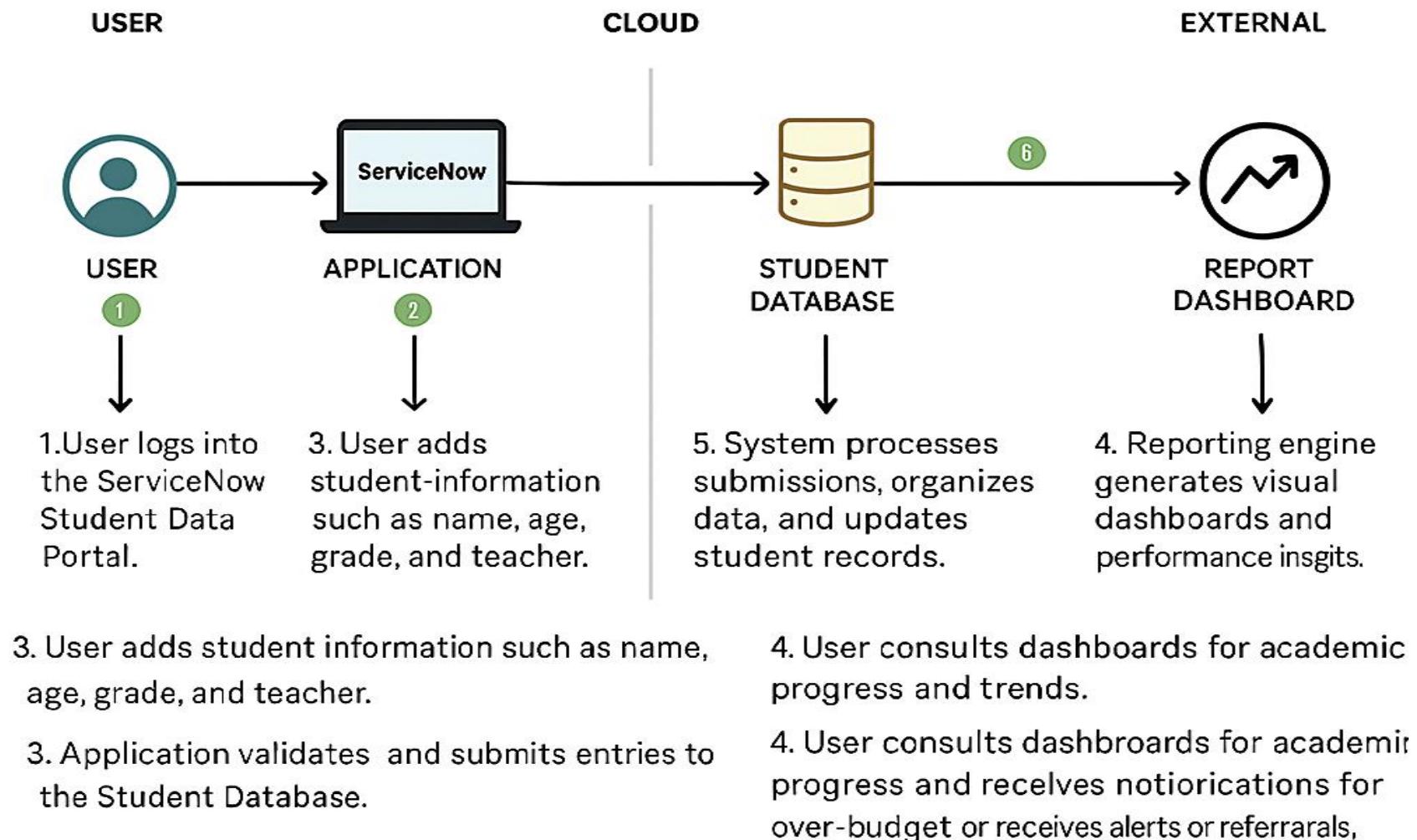
Date	27 JUNE 2025
Team ID	NM2025TMID07092
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagram (DFD)

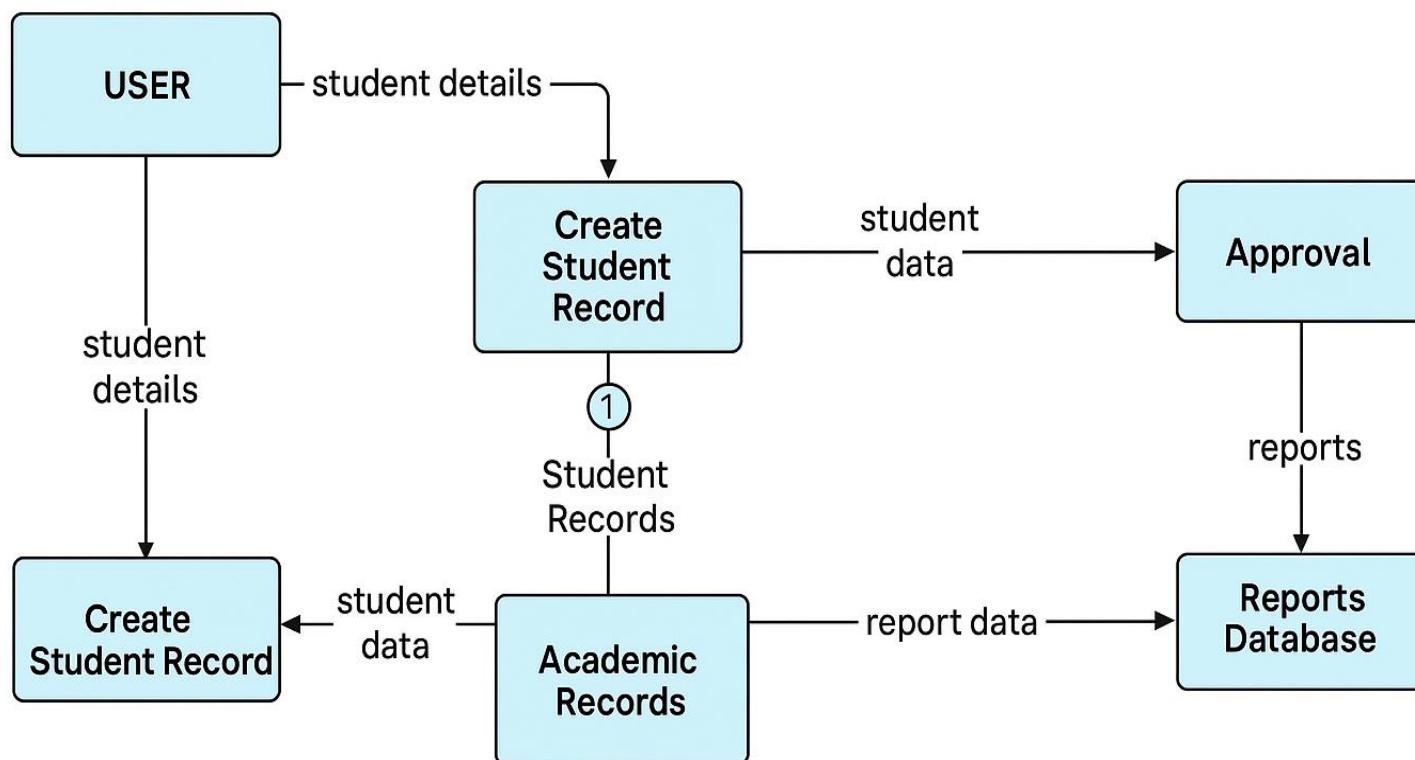
The **Data Flow Diagram (DFD)** illustrates how data is captured, processed, and managed within the *Family Expense Management system* built on **ServiceNow**. It visually maps the interaction between users, system components, and data repositories, ensuring a clear understanding of information flow. In this project, family members act as primary data sources, entering expense details through the ServiceNow interface. The system processes this data through automated workflows for validation, categorization, and calculation. Validated expense records are stored in the **Expense Database**, while summary data is directed to the **Dashboard and Reporting Module** for visualization and analysis.

Example:

Flow: Educational Organization Using ServiceNow



Level 1 DFD: Educational Organisation Using ServiceNow



User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Course Management	USN-1	As an admin, I want to add, update, and delete course details so that the academic information remains accurate.	The system should allow creation, modification, and removal of course records with validation.	High	Sprint-1
Faculty	Student Record Management	USN-2	As a faculty member, I want to record and track student performance and attendance.	The system should store, update, and display student records securely.	High	Sprint-1
Student	Access to Academic Information	USN-3	As a student, I want to view my enrolled courses, grades, and attendance reports.	The system should display the correct academic data and generate summary reports.	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Notifications & Approvals	USN-4	As an admin, I want to send notifications and approve updates to student or course records.	Notifications and approvals should trigger automatically through ServiceNow workflows.	Medium	Sprint-2
Faculty / Student	Feedback & Support Requests	USN-5	As a user, I want to raise feedback or support requests for academic or system-related issues.	The system should create a ticket, route it to the appropriate department, and notify users upon resolution.	Low	Sprint-3