

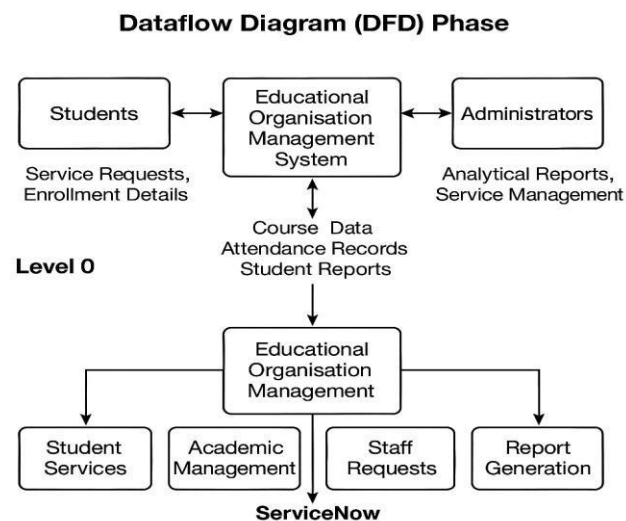
# Dataflow Diagram and User Stories Phase

Date	7-11-2025
Team ID	NM2025TMID09117
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

## Dataflow Diagram (DFD) Phase

The Dataflow Diagram (DFD) phase of the “Educational Organisation Using ServiceNow” project illustrates the flow of data between various system components and user entities within the institution. At **Level 0**, the DFD represents the overall system as a single process — *Educational Organisation Management System* — interacting with students, faculty, and administrators. Students input data such as service requests or enrollment details, which are processed by the ServiceNow platform and stored in the institutional database. Faculty members access and update course data, attendance records, and student reports, while administrators retrieve analytical reports and oversee service management.

At **Level 1**, the system is decomposed into sub-processes such as *Student Services*, *Academic Management*, *Staff Requests*, and *Report Generation*. Data flows among these modules through the ServiceNow environment, ensuring secure, centralized, and automated data handling. This



phase helps stakeholders visualize system operations, define data dependencies, and identify potential integration points between ServiceNow modules and existing educational databases.

## User Stories Phase

The User Stories phase defines the system's functionality from the perspective of endusers to ensure alignment with real institutional needs. User stories are written in a structured format — *As a [user], I want [goal] so that [benefit]* — enabling the development team to clearly understand objectives and value delivery. For instance:

- *As a student, I want to register for courses online so that I can manage my academic schedule easily.*
- *As a faculty member, I want to submit grades through the portal so that I can reduce manual paperwork.*
- *As an administrator, I want to track service requests in real time so that I can ensure prompt resolution.*

Each user story is prioritized in the product backlog and assigned story points based on complexity and implementation effort. The phase focuses on creating user-centered requirements that guide sprint planning and system design. By incorporating feedback from all educational stakeholders, the project ensures that ServiceNow's workflows enhance the institution's efficiency, accessibility, and user satisfaction.

## User Stories Phase

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