Project Design Phase-II

Data Flow Diagrams & User Stories
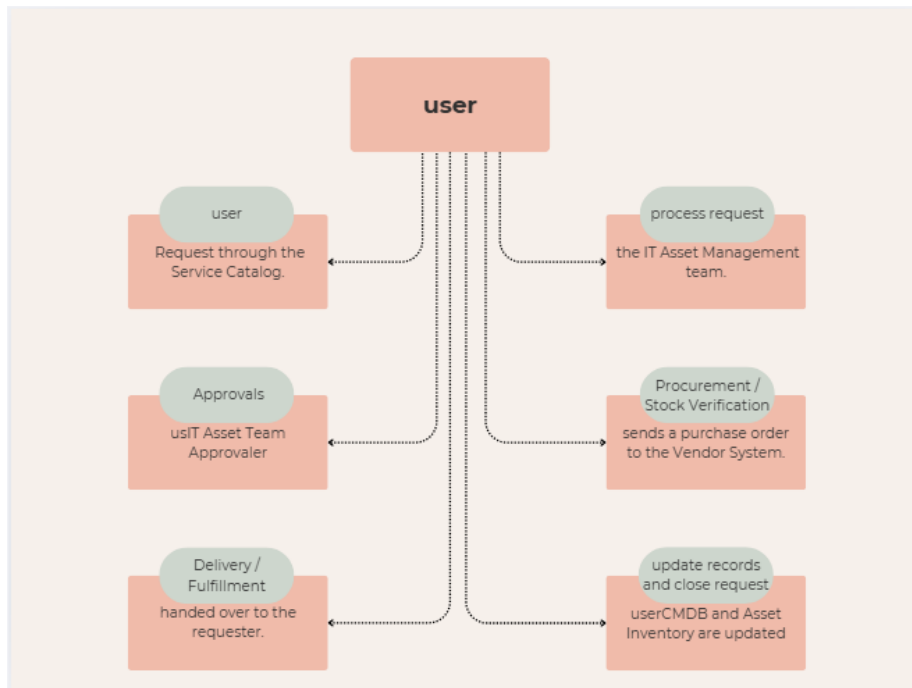
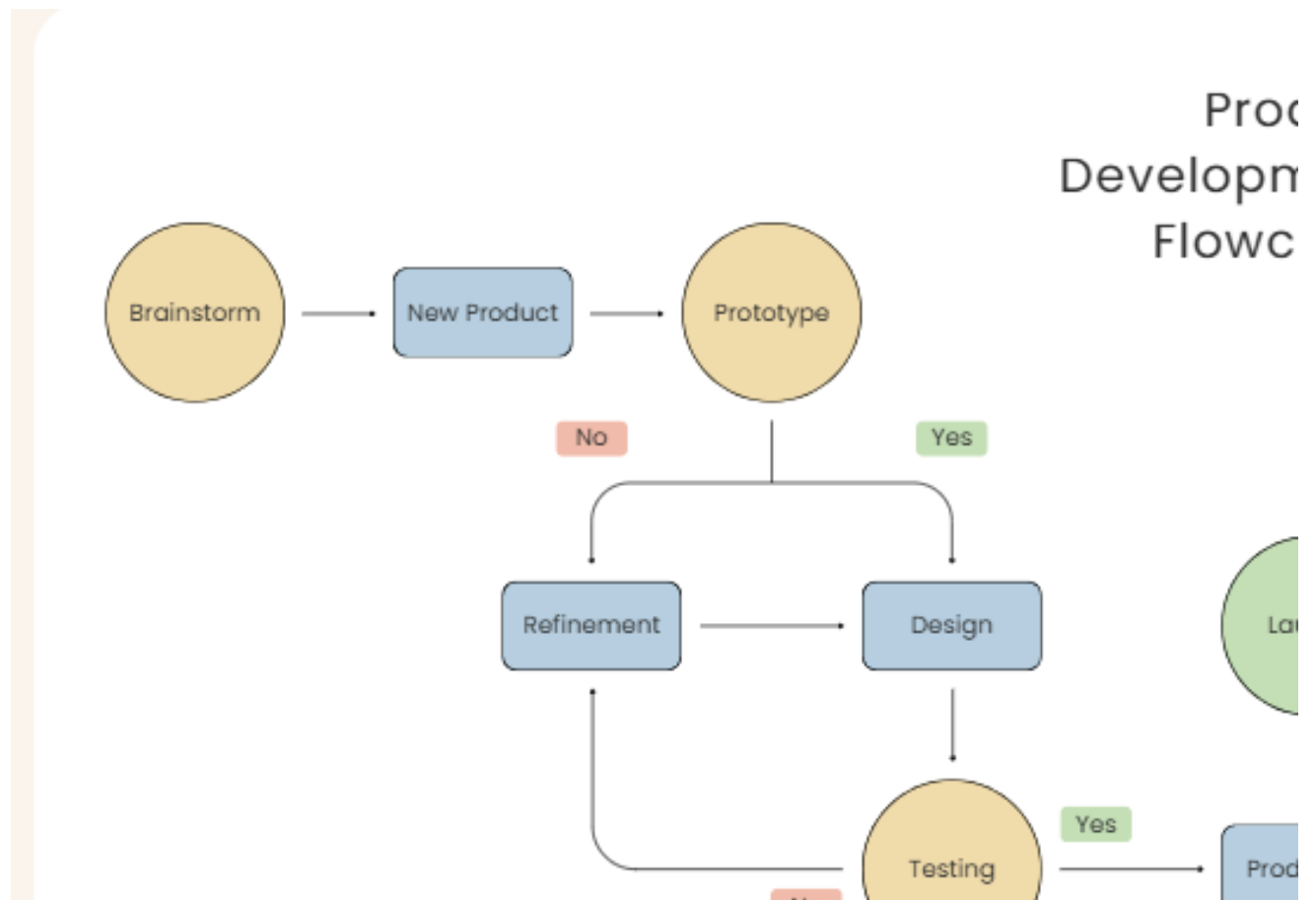| Date	28\october\2025
Team Id	NM2025TMID07769
Project Name	Laptop Request Catalog Item
Maximum Marks	4 mark

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** visually represents the flow of information within the *Laptop Request Catalog Item* system. It illustrates how data moves between the user, approval processes, and fulfillment modules.

In this project, the DFD describes the **end-to-end process of a laptop request** — from request initiation by an employee to approval, procurement, and asset assignment. It highlights data entry, validations, and interactions between the **ServiceNow catalog, approval workflows, CMDB, and IT fulfillment**.

Flow

Product Development Flowchart

Brainstorm → New Product → Prototype

Prototype: No → Refinement, Yes → Design

Refinement → Design

Design → Testing

Testing: Yes → Product

Use stories:

User stories define what different stakeholders need from the *Laptop Request Catalog Item* system in simple, goal-oriented terms. These stories help ensure smooth automation of laptop provisioning, approval tracking, and asset management.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria Acceptance Criteria	Priority	Release
Employee (Requester)	Laptop Request Submission	USN-1	As an employee, I want to request a laptop through the Service Catalog so that I can receive an approved asset for work.	The system should allow the employee to submit a request with details like laptop type, justification, and cost center.	High	Sprint -1
Manager (Approver)	Approval Workflow	USN-2	As a manager, I want to approve or reject laptop requests raised by my team members.	The system must route requests to the correct approver and record approval actions with timestamps.	High	Sprint -1
System (Automation)	Validation & Routing	USN-3	As a system, I must validate the requester's eligibility and route the request to the appropriate approval group.	The system should automatically check employee details via HR data and ensure correct workflow routing.	High	Sprint -1