Date: 01/11/2025

Team ID: NM2025TMID07947

Project Name: **Education Organisation using ServiceNow**

Maximum Marks: 4 Marks

PROJECT DESIGN PHASE 2

Data Flow Diagram (DFD) – Education Organisation using ServiceNow

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Level 0 – Context Diagram

Overview:
This diagram shows how data flows between students, faculty, and the educational management system developed using ServiceNow.

External Entities:

- **Student:** Submits requests, feedback, or queries.
- **Faculty/Staff:** Responds to requests, approvals, and resource needs.
- **Administrator:** Oversees operations, manages users, and monitors analytics.

Main Process:
Education Organisation Management System – A central ServiceNow-based platform that handles request creation, approval, tracking, and reporting.

Data Flows:

- From **Student → System:** Service request details (e.g., issue type, category, urgency).
- From **System → Faculty/Staff:** Assigned requests and notifications.
- From **Faculty/Staff → System:** Status updates and feedback.
- From **System → Administrator:** Reports, analytics, and process performance summaries.

Level 1 – Detailed Data Flow Diagram

Process 1: Request Submission

- **Input:** Request data from students or staff.

- **Output:** Request record stored in the database.
- **Data Store:** Request Database.

Process 2: Request Categorization

- **Input:** Request record from Request Database.
- **Function:** Classify based on type (academic, technical, administrative).
- **Output:** Request category and priority tag.
- **Data Store:** Category Rules Database.

Process 3: Request Assignment

- **Input:** Categorized request and Staff Database.
- **Function:** Route request to appropriate department/staff.
- **Output:** Assigned task notification.
- **Data Store:** Staff Profile Database.

Process 4: Request Resolution & Tracking

- **Input:** Staff updates request status (in progress/resolved).
- **Output:** Updated records and progress tracking.
- **Data Store:** Resolution Log.

Process 5: Reporting & Analytics

- **Input:** Request and performance data.
- **Function:** Generate insights on resolution time, department load, and satisfaction.
- **Output:** Dashboard and summary reports.
- **Data Store:** Analytics Database.

Data Stores

- **Request Database:** Stores all created requests.
- **Staff Profile Database:** Contains details of staff and faculty members.
- **Category Rules Database:** Holds predefined rules for request classification.
- **Resolution Log:** Tracks request updates and completion.
- **Analytics Database:** Stores performance and report data.

Key Data Flows

- **Student → System:** Submits request or feedback.
- **System → Faculty:** Sends assigned requests.
- **Faculty → System:** Provides updates or resolutions.

- **System → Administrator:** Sends performance dashboards.

User Stories

1. **Student:**
   As a student, I want to raise academic or IT-related issues easily through the ServiceNow portal, so that I can get quick support from the concerned department.
2. **Faculty/Staff:**
   As faculty, I want to receive automated task assignments, so that I can resolve student issues faster and track my tasks efficiently.
3. **Administrator:**
   As an administrator, I want to monitor all requests and generate reports, so that I can ensure operational efficiency and transparency.
4. **IT Support Member:**
   As an IT staff member, I want to handle system-related issues raised by users, so that digital services remain uninterrupted.
5. **Management Head:**
   As a management head, I want to analyze performance reports, so that I can improve decision-making and optimize processes across departments.