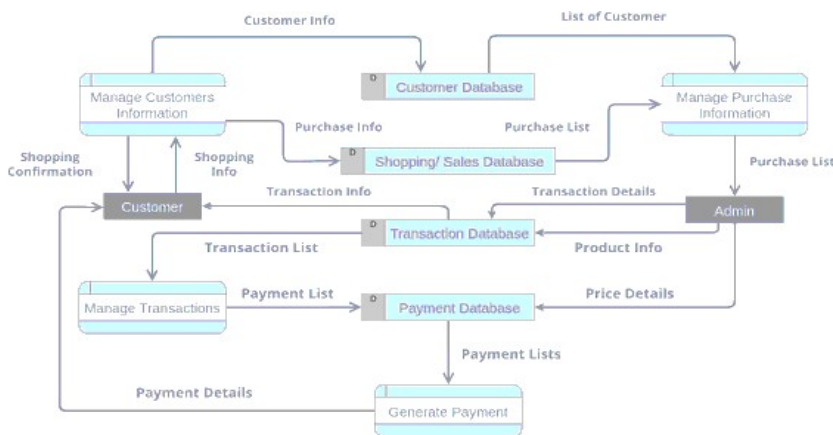| Date	31 OCTOBER 2025
Team ID	NM2025TMID00065
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Project Design Phase-II

Data Flow Diagram & User Stories

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** for the Laptop Request Catalog Item project visually represents the information flow from the user's initial request to the final provisioning of the asset. [cite_start]The DFD highlights how data is processed, what systems interact, and where data is

stored.

In this project, the DFD illustrates the interaction between the **Employee**, the **Service Catalog** system, the **Manager**, the **Fulfillment** process, and the **IT Asset Database (CMDB)**. It ensures that data, such as request details, approval status, and asset

information, is consistently passed through the system to maintain accuracy and accountability.

DFD Flow Description:

- The **Employee** (External Entity) enters **Request Details** into the **Service Catalog Form**
  (System) and submits the request.

- The **Service Catalog** creates a **Request Item (RITM)** and passes an **Approval Request** (Data Flow) to the **Manager** (External Entity).

- The **Manager** sends an **Approval Status** (Data Flow) back to the **RITM** in the **Service Catalog** (System).

- If approved, the **Service Catalog** passes a **Fulfillment Task** (Data Flow) to the **IT Hardware Fulfillment** (Process).

- The **IT Hardware Fulfillment** process retrieves **Asset Information** from the **CMDB**
  (Data Store) and sends the **Product** (Data Flow) to the **Employee**.

Upon completion, the **IT Hardware Fulfillment** process sends an **Asset Update Record** (Data Flow) back to the **CMDB** (Data Store) to finalize asset tracking.

User Stories:

[cite_start]User stories define the functionality needed from the system in simple, goal-focused language, ensuring the final product meets the needs of all stakeholders.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Employee (End User)	Catalog Item Submission	USN-1	As an **employee**, I want to select my desired	The form must clearly display model names	High	Sprint-1

			laptop model and see the specificatio ns and	(e.g., 'Standard' or 'Developer') ,		

User Type	Functional Requirem ent (Epic)	User Story Numb er	User Story / Task	Acceptanc e criteria	Priori ty	Relea se
			pricing on the request form.	specificatio ns, and cost.		
Manager	Workflow Approval	USN-2	As a **manager**, I want to receive an approval request via email for my direct report's laptop request with a single-click approve/rej ect link.	The approval record must contain all request details (user, model, cost); the approval action must update the request status correctly.	High	Sprint-2

| IT Hardware Agent | Request Fulfillment | USN-3 | As an **IT Hardware Agent**, I want a task created in my fulfillment queue that lists the laptop model, user contact information | The task must be auto-assigned to the correct fulfillment group and contain all details needed for provisioning. | High | Sprint-2 |

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
			, and delivery location.			

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
System (Automated)	Asset Management	USN-4	As the **system**, I must update the CMDB to create or update the asset record with the correct Asset Tag and link it to the requester upon request fulfillment.	A new Configuration Item (CI) must be created/updated with the correct Model, Asset Tag, and Assigned To fields linked to the requester.	High	Sprint-3
Employee (End User)	Notification & Tracking	USN-5	As an **employee**, I want to receive an email notification when my laptop request is submitted, approved, and when	Email notifications must be automatically triggered at key stages and contain the request link and current status.	Medium	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release

			the asset is ready for pickup/deli very.			