

Project Planning Phase

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story Points)

Date:	1 NOVEMBER 2025
Team ID:	NM2025TMID02509
Project Name:	<i>Streamlining Ticket Assignment for Efficient Support Operations</i>
Maximum Marks:	5 Marks

The table below outlines the Product Backlog and Sprint Plan for the project “Streamlining Ticket Assignment for Efficient Support Operations”. It lists all User Stories, story points, priorities, and assigned team members. This helps track progress, distribute tasks efficiently, and ensure timely completion of the project.

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Management	USN-1	Create new users in ServiceNow for support operations.	2	High	Member 1
Sprint-1	Group Management	USN-2	Create support groups (Certificates & Platform).	2	High	Member 2
Sprint-1	Role Assignment	USN-3	Assign roles to users and groups (Platform_role, Certification_role).	3	High	Member 3
Sprint-1	Table Creation	USN-4	Create Operations Related table and add necessary fields/columns	3	High	Member 4
Sprint-1	Issue Field Choices	USN-5	Add choices for the issue field (Unable to login, 404 Error, Certificates, User Expired).	2	Medium	Member 1
Sprint-2	ACL Creation	USN-6	Create ACLs for table and fields; assign required roles.	3	High	Member 2
Sprint-2	Flow Designer	USN-7	Create Flow for Certificate-related tickets assignment.	2	High	Member 3

Sprint-2	Flow Designer	USN-8	Create Flow for Platform-related tickets assignment.	2	High	Member 4
Sprint-2	Testing & Activation	USN-9	Test flows and activate them in ServiceNow.	3	High	Member 1

Story Points and Velocity

- **Sprint-1 Total Story Points: 12**
- **Sprint-2 Total Story Points: 10**
- **Total Story Points: 22**
- **Velocity:** Total Story Points / Number of Sprints = $22 / 2 = 11$ **Story Points per Sprint**