Project Planning Phase

Project Planning Template

Date	1 November
Team ID	NM2025TMID01446
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Product backlog and sprints

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Setup and foundations	USN-1	Analyze current incident assignment patterns and baseline KPIs (first response, reassignment count, backlog age)	3	High	[Name]
Sprint-1	Group and roles	USN-2	Create support groups and map users to groups for assignment_group/assigned_to readiness	2	High	[Name]
Sprint-1	Data quality	USN-3	Standardize Category/Subcategory/Priority fields to drive routing conditions	2	High	[Name]
Sprint-2	Assignment rules	USN-4	Configure Assignment Rules to auto-set assignment_group by conditions (Category, CI, Service)	5	High	[Name]
Sprint-2	Data lookup vs. rules	USN-5	Evaluate Data Lookup vs. Assignment Rules for consistent field-setting strategy	3	Medium	[Name]
Sprint-2	Business rules	USN-6	Trigger assignment automation on create/update with guardrails to avoid	4	High	[Name]

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
			overwrite if already assigned			
Sprint-3	Agent auto-assign	USN-7	Implement Agent Auto Assignment based on skills, schedules, and capacity for fine-grained routing	5	High	[Name]
Sprint-3	Load balancing	USN-8	Enable round-robin or capacity-based push using Advanced Work Assignment patterns	5	Medium	[Name]
Sprint-3	Tiered routing	USN-9	Route incidents across L1/L2 tiers using service and location with CSDM-aligned design	5	High	[Name]
Sprint-4	Scheduling rules	USN-10	Honor agent and task schedules in auto-assignment to avoid off-hours allocation	3	Medium	[Name]
Sprint-4	Testing	USN-11	Validate assignment by scenario: priority, category, service, multi-site, and fallback defaults	3	High	[Name]
Sprint-4	Documentation	USN-12	Document configuration (rules, lookup, BRs), runbooks, and admin guide for sustainment	2	Medium	[Name]

Velocity

Average velocity is computed as Average velocity $= \frac{\text{Total Story Points Completed}}{\text{Total Duration in Days}}$, tracked per sprint as in the reference.

Burndown chart

A burndown shows work remaining over time across sprints and follows the same guidance provided in your reference template.

Deliverables

- Configured Assignment Rules, Data Lookup decisions, and Business Rules for trigger timing and overwrite protection.

- Agent Auto Assignment configuration using skills, schedules, and capacity where applicable.
- Tiered incident routing design aligned to service offerings and locations per CSDM principles.

Acceptance criteria

- New incidents auto-populate assignment_group/assigned_to correctly for 95%+ of cases in UAT scenarios, with no unintended overwrite when already assigned.
- Load-balanced distribution across agents or queues with clear evidence of even spread given equal skill and availability.
- After-hours tickets respect schedules or defined fallbacks without assigning to unavailable agents.

Risks and mitigations

- Misclassification breaks routing; mitigate with strict category and service catalog governance plus regression tests.
- Overlapping rules causing churn; mitigate with explicit evaluation order and “do not overwrite if assigned” checks.
- Gaps in skills/schedules; mitigate by defining default group fallbacks and coverage policies.

Tools and configurations

- Assignment Rules to set assignment_group/assigned_to based on conditions on Task tables.
- Task Assignment fundamentals: assigned_to and assignment_group field behavior and group/user setup.
- Agent Auto Assignment and schedule-aware assignment to honor workforce availability.