

**Project Planning Phase**  
**Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)**

|               |   |
|---------------|---|
| Date          | 1 NOVEMBER 2025   |
| Team ID       | NM2025TMID00309   |
| Project Name  | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Maximum Marks | 5 Marks   |

**Product Backlog, Sprint Schedule, and Estimation (4 Marks)**

| Sprint     | Functional Requirement (Epic) | User Story Number | User Story / Task   | Story Points | Priority | Team Members          |
|------------|-------------------------------|-------------------|---|--------------|----------|-----------------------|
| Sprint – 1 | User & Group Management       | USN-1             | As an admin, I can create and manage users and groups in ServiceNow.    | 4            | High     | Antony Amal Rekshin A |
| Sprint – 1 | Role Assignment               | USN-2             | As an admin, I can assign roles to users and groups for access control. | 4            | High     | Jacob Ashwin          |

|            |                           |       |   |   |        |                       |
|------------|---------------------------|-------|---|---|--------|-----------------------|
| Sprint – 2 | Table Configuration       | USN-3 | As a system developer, I can create the <i>Operations Related</i> table and define its columns. | 2 | High   | Anas Farvesh M        |
| Sprint – 2 | Flow Design               | USN-4 | As a system user, I can configure Flow Designer to route tickets automatically.                 | 3 | High   | Antony Amal Rekshin A |
| Sprint – 3 | ACL and Role Verification | USN-5 | As a security admin, I can restrict access using ACL and verify role permissions.               | 2 | Medium | Aravinthan            |
| Sprint – 3 | Flow Testing              | USN-6 | As a tester, I can validate automatic ticket assignments to the correct group.                  | 3 | Medium | Antony Amal Rekshin A |

**Project Tracker, Velocity & Burndown Chart: (4 Marks)**

| Sprint     | Total Story Points | Duration | Sprint Start Date | Sprint End Date (Planned) | Story Points Completed | Sprint Release Date (Actual) |
|------------|--------------------|----------|-------------------|---------------------------|------------------------|------------------------------|
| Sprint - 1 | 15                 | 5 Days   | 28 October 2025   | 1 November 2025           | 15                     | 1 November 2025              |

|            |    |        |                     |                     |    |                  |
|------------|----|--------|---------------------|---------------------|----|------------------|
| Sprint - 2 | 18 | 6 Days | 2<br>November 2025  | 7<br>November 2025  | 18 | 7 November 2025  |
| Sprint - 3 | 16 | 5 Days | 8<br>November 2025  | 12<br>November 2025 | 16 | 12 November 2025 |
| Sprint - 4 | 15 | 5 Days | 13<br>November 2025 | 17<br>November 2025 | 15 | 17 November 2025 |

## Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days) Total: 28

points over 20 days → **Velocity = 1.4 points/day**

### Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress overtime.