

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 November 2025	7 November 2025	18	7 November 2025
Sprint - 3	16	5 Days	8 November 2025	12 November 2025	16	12 November 2025
Sprint - 4	15	5 Days	13 November 2025	17 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.