Project Planning Phase
Project Planning Template

Date	01 November 2025
Team ID	NM2025TMID01508
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	5 Marks

🕐 1. Project Overview

The project aims to **streamline user, group, and role management** within ServiceNow by introducing structured access control and automated workflows. This ensures improved **efficiency, accountability, and security** across project operations.

🎯 2. Project Objectives

- Enable structured **user and group creation** in ServiceNow.
- Define and implement **role-based access control (RBAC)** for project data.
- Automate **workflow approvals and task updates** using Flow Designer.
- Conduct **end-to-end testing and documentation** for process validation.

📇 3. Project Scope

In Scope:

- User and group creation
- Role definition and access permissions
- Table access configuration (ACLs)
- Workflow automation
- Testing and documentation

Out of Scope:

- Integration with external platforms
- Complex multi-level approval chains

👥 4. Team Roles and Responsibilities

Team Member	Role	Responsibilities
Arumuganainar M	Developer / Admin	Create users, automate workflow, manage access setup

Kingslin Gibson E	Tester / Analyst	Handle group creation, testing, and documentation
Immanuel K	Security Lead	Define roles and assign permissions
David Solomonraj	Access Control Specialist	Configure table ACLs and validate access control

5. Product Backlog, Sprint Schedule, and Estimation:

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint 1	User & Role Setup	USN-1	As an Admin, I can create users (e.g., Alice & Bob) in ServiceNow to manage access.	3	High	Arumuganainar M
Sprint 1	Group Management	USN-2	As an Admin, I can create groups (Project Team) and assign users to them.	3	High	Kingslin Gibson E
Sprint 2	Role Definition	USN-3	As an Admin, I can define and assign roles (Project Member, Team Member) with permissions.	4	High	Immanuel K
Sprint 2	Application Access	USN-4	As an Admin, I can configure table access for applications using ACLs (Project, Task tables).	4	High	David Solomonraj

Sprint						
Sprint 2	Workflow Automation	USN-5	As a Developer, I can design a Flow Designer workflow to automate task updates and approvals.	5	Medium	Arumuganainar M
Sprint 3	Testing & Documentation	USN-6	As a Tester, I can validate impersonation, approval process, and document the project.	3	Medium	Kingslin Gibson E

6. Project Tracker, Velocity & Burndown Chart:

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint- 1	6	4 Days	22 Oct 2025	25 Oct 2025	6	25 Oct 2025
Sprint- 2	13	4 Days	26 Oct 2025	29 Oct 2025	13	29 Oct 2025
Sprint- 3	7	2 Days	30 Oct 2025	31 Oct 2025	7	31 Oct 2025

7. Velocity Calculation

- **Total Story Points Completed:** 26
- **Total Sprint Duration:** 10 days
- **Average Velocity:** 26 ÷ 10 = **2.6 story points/day**

8. Burndown Chart Explanation

A **burndown chart** shows remaining story points versus sprint days.

- The **Ideal Line** shows planned progress decreasing evenly from 26 to 0.
- The **Actual Line** follows closely, showing consistent progress across sprints. The chart confirms that tasks were completed on time, ensuring smooth workflow and balanced workload.

9. **Conclusion**

The **Project Planning Phase** successfully establishes the foundation for controlled and efficient project execution. With clearly defined sprints, roles, risks, and communication protocols, the team is well-prepared to execute, test, and deliver the ServiceNow role and workflow management system effectively within scope and schedule.