PROJECT PLANNING PHASE

Project Planning Template (Product Backlog,Sprint Planning,Stories,Stories points)

Date	27-01-2026
Team ID	LTVIP2026TMIDS24889
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

Product Backlog, Sprint Schedule, and Estimation

S.No	User Story / Feature	Description	Priority	Sprint No.	Estimated Effort (Hours / Days)	Status
1	User Authentication	Implement login and signup for students and admins using ServiceNow	High	Sprint 1	8 hrs	Completed
2	Dashboard Setup	Create dashboard to display student, faculty, and course information	High	Sprint 1	12 hrs	Completed
3	Course Management	Enable adding, updating, and deleting course details	Medium	Sprint 2	10 hrs	In Progress
4	Student Request Portal	Allow students to raise academic or administrative requests	High	Sprint 2	14 hrs	Planned
5	Ticket Tracking System	Track and assign tickets to respective departments	High	Sprint 3	16 hrs	Planned
6	Notifications Module	Send email/SMS notifications for request updates	Medium	Sprint 3	10 hrs	Pending
7	Report Generation	Generate performance and service reports	Low	Sprint 4	12 hrs	Pending
8	System Testing and Deployment	Conduct testing and deploy final version	High	Sprint 4	20 hrs	Upcoming

Project Tracker, Velocity, and Burndown Chart

1. Project Tracker

S.No	Sprint No.	Start Date	End Date	Planned Tasks	Completed Tasks	Progress (%)	Remarks
1	Sprint 1	01-Nov-2025	07-Nov-2025	5	5	100%	Completed successfully
2	Sprint 2	08-Nov-2025	14-Nov-2025	6	5	85%	One feature pending
3	Sprint 3	15-Nov-2025	21-Nov-2025	5	3	60%	In progress
4	Sprint 4	22-Nov-2025	28-Nov-2025	4	0	0%	Yet to start

2. Sprint Velocity

Sprint No.	Planned Story Points	Completed Story Points	Velocity (Story Points/Sprint)
Sprint 1	30	30	30
Sprint 2	35	30	30
Sprint 3	40	25	25
Sprint 4	30	0	-

Average Velocity: 28 story points/sprint

3. Burndown Chart Data

Day	Total Story Points Remaining	Ideal Burndown	Actual Burndown
Day 1	30	30	30
Day 2	24	24	27
Day 3	18	18	23
Day 4	12	12	16
Day 5	6	6	10
Day 6	0	0	5
Day 7	-	-	0

Reference:

Solved: How to find the URL to ServiceNow University (Now ...

Blog #8 - Project Case Study: ServiceNow Implement...

Automating Work Notes in ServiceNow with Hyperlink...

ServiceNow for EDU use cases / challenges / general