

## Project Planning Phase

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

Date	November 2025
Team ID	NM2025TMID02762
Project Name	Laptop Request Catalog Item using ServiceNow
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	ServiceNow Setup	USN-1	As a developer, I can set up a Personal Developer Instance to start configuring the Laptop Request solution.	2	High	Member 1
Sprint-1	Update Set Creation	USN-2	As a developer, I can create an update set to track all configuration changes for deployment.	1	High	Member 1
Sprint-1	Catalog Item Creation	USN-3	As a developer, I can create a Laptop Request Catalog Item with required fields and description.	3	High	Member 1
Sprint-2	Dynamic Form Behavior	USN-4	As a developer, I can configure UI Policies and Client Scripts to show or hide fields dynamically based on user input.	3	High	Member 2
Sprint-2	Workflow and Approval Setup	USN-5	As a developer, I can design an Approval Workflow to route requests to the manager and IT department.	2	High	Member 2

Sprint-3	Notifications and Alerts	USN-6	As a user, I can receive email or in-platform notifications when my laptop request is approved or rejected.	2	Medium	Member 3
Sprint-3	Reporting	USN-7	As a user, I can generate reports showing the status, department, and approval time of laptop requests.	3	Low	Member 4
Sprint-3	Governance & Change Tracking	USN-8	As a developer, I can maintain update sets for version control and governance across environments.	2	Medium	Member 1

This table represents the planned sprints, user stories, story points, and team responsibilities for the Laptop Request Catalog Item project.

### 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	6	1 Day	28 October 2025	28 October 2025	6	28 October 2025
Sprint-2	5	1 Day	29 October 2025	29 October 2025	5	29 October 2025
Sprint-3	7	1 Day	30 October 2025	30 October 2025	7	30 October 2025

This table tracks each sprint's planned and completed story points, helping measure team progress and delivery consistency.

### Velocity Calculation:

If the team completes 18 story points over 3 sprints (each lasting 1 day),

Average Velocity (AV) =  $18 / 3 = 6$  story points per sprint.