

## Project Planning Phase

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

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

Use the below template to create product backlog and sprint schedule

<b>Sprint</b>	<b>Functional Requirement (Epic)</b>	<b>User Story Number</b>	<b>User Story / Task</b>	<b>Story Points</b>	<b>Priority</b>	<b>Team Members</b>
Sprint-1	Catalog Item Creation	USN-1	As an admin, I can create a laptop request catalog item in ServiceNow.	2		
Sprint-1	Variable Configuration	USN-2	As an admin, I can add variables (Laptop Model, Justification, Accessories, Accessories Details) to the catalog item.	3	High	divya s
					High	Dharshini s

Sprint-2	UI Policy Creation		As a system user, I can create a Catalog UI Policy that dynamically displays “Accessories Details” when “Additional Accessories” is checked.			
		USN-3		4	High	Abinaya s
Sprint-2	UI Action Setup		As an admin, I can create a “Reset Form” UI Action to clear form entries instantly.			
		USN-4		3	Medium	Kaviya b
<b>Sprint</b>	<b>Functional Requirement (Epic)</b>	<b>User Story Number</b>	<b>User Story / Task</b>	<b>Story Points</b>	<b>Priority</b>	<b>Team Members</b>
Sprint-3	Update Set Export	USN-5	As a developer, I can export the update set to another instance for deployment and testing.	3	Medium	divya s
Sprint-4	Testing & Validation		As a tester, I can test the catalog form behavior and ensure UI Policy and UI Action work as expected.			
		USN-6		3		
Sprint-5	Documentation		As a developer, I can document the architecture, design, and testing process for final submission.		High	Dharshini S
		USN-7		2	Medium	Abinaya S

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

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	27 October 2025	28 October 2025	20	28 October 2025
Sprint-2	20	6 Days	28 October 2025	29 October 2025	20	29 October 2025
Sprint-3	20	6 Days	29 October 2025	30 October 2025	19	30 October 2025
Sprint-4	20	6 Days	31 October 2025	01 November 2025	20	01 November 2025

**Velocity**

Average Velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 79 Story Points over 24 Days → Velocity = 3.29 Points/Day

### Burndown Chart:

A Burndown Chart is a graphical representation of the remaining work versus time for each sprint. It helps track sprint progress and visualize the completion rate of tasks over the sprint timeline. In this project, the burndown chart shows consistent progress across all four sprints, demonstrating steady task completion and sprint reliability.

## References

- ServiceNow – <https://www.servicenow.com/products/service-catalog.html>
- ServiceNow Documentation – <https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/servicecatalog-management/task/create-catalog-item.html>
- ServiceNow UI Policy and UI Action Guide – [https://docs.servicenow.com/bundle/tokyo-servicenowplatform/page/script/ui-policy/task/t\\_CreateUIPolicy.html](https://docs.servicenow.com/bundle/tokyo-servicenowplatform/page/script/ui-policy/task/t_CreateUIPolicy.html)
- ServiceNow – <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/system-updatesets/concept/update-sets.html>