Agile Sprint Planning – Service Desk for Customer Complaint Resolution

Planning Logic:

* **Sprint**: A fixed period (e.g., 5 days) where the team works to complete a defined set of tasks.
* **Epic**: A large task or feature too complex for a single sprint. It is divided into smaller, manageable parts.
* **Story**: A unit of work derived from an epic; it is small enough to be completed in a single sprint.
* **Story** **Point**: A unit of effort estimated for each story (commonly using the Fibonacci series):

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| --- | --- |
| **Story Point** | **Complexity** |
| 1 | Very Easy |
| 2 | Easy |
| 3 | Moderate |
| 5 | Difficult |

Sprint 1 – Duration: 5 Days

Epic: Data Collection and Preprocessing

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| --- | --- |
| **Story** | **Story Points** |
| Collection of Data | 2 |
| Loading Data | 1 |
| Handling Missing Values | 3 |
| Handling Categorical Values | 2 |

Total Story Points: 8

Sprint 2 – Duration: 5 Days

Epic: Model Building and Deployment

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| --- | --- |
| **Story** | **Story Points** |
| Model Building | 5 |
| Testing Model | 3 |
| Working HTML Pages | 3 |
| Flask Deployment | 5 |

Total Story Points: 16

Velocity Calculation

* Total Story Points = Sprint 1 (8) + Sprint 2 (16) = 24
* Number of Sprints = 2
* Velocity = Total Story Points / Number of Sprints = 24 / 2 = 12 Story Points/Sprint

Team's Velocity:

* 12 Story Points per Sprint