Project Planning and Scheduling

Functional requirements	User story	No of activity	Team members	
Uses	Key users include end users, support agents, group managers, and admins. User stories focus on submitting tickets, auto-assignment	1	Bala saraswathi.	
Group	Support groups are created to handle specific ticket categories. This ensures tickets are automatically routed	1	B.Geethika	
Roles	Roles control access and actions in ServiceNow, allowing users to perform tasks based on their responsibilities	1	B.Geethika	
Tables	Tables store ticket and user data, enabling automated assignment and efficient tracking	1	B.Umarani	
Assign roles to users to group	Assigning roles and users to groups ensures proper access and responsibility, enabling efficient ticket	2	Bala saraswathi.	
Assign roles to table	Assigning roles to tables controls user access, ensuring secure and efficient handling of ticket data in ServiceNow.	1	B.Umarani	
Create ACL	Creating ACLs ensures that only authorized users can view or modify specific ticket data.	1	B.Geethika	
Flow	The flow ensures tickets are automatically assigned, resolved, and closed	2	B.Sireesha	

Note: Request you to please click on "Tick mark ✅" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

| Users ⌄ | Create Users ⌄ | × Balasaraswathi Seepana | ✔ ✖ |

| Groups ⌄ | Create Groups ⌄ | × Bandi Geethika | ✔ ✖ |

| Roles ⌄ | Create roles ⌄ | × Bandi Geethika | ✔ ✖ |

| Table ⌄ | Create Table ⌄ | × Biddika Umarani | ✔ ✖ |

| Assign roles & use ⌄ | Assign roles & use ⌄ | × Balasaraswathi Seepana | ✔ ✖ |

| Assign roles & use ⌄ | Assign roles & use ⌄ | × Balasaraswathi Seepana | ✔ ✖ |

| Assign role to tab ⌄ | Assign role to tab ⌄ | × Biddika Umarani | ✔ ✖ |

| Create ACL ⌄ | Create ACL ⌄ | × Bandi Geethika | ✔ ✖ |

| Flow ⌄ | Create a Flow to / ⌄ | × Banda Sireesha | ✔ ✖ |

| Flow ⌄ | Create a Flow to / ⌄ | × Banda Sireesha | ✔ ✖ |

+ ADD