

Project Planning Phase

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

Date	18 October 2022
Team ID	PNT2022TMID02641
Project Name	Project – Customer Care Registry
Maximum Marks	8 Marks

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

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint - 1	Registration	USN-1	Registration Page – User, Admin, Agent	3	High	SHARMILA M
	Login	USN-2	Login Page – User, Admin, Agent	3	Medium	SREEVARSHINI S
	Forget password	USN-3	Forgot Password Page – User, Admin, Agent	3	Medium	SNEHA T
Sprint - 2	Dashboard	USN-1	Dashboard – User can raise a ticket with a detailed description of their issue and can view the current status of the raised ticket and can view all the raised tickets	3	High	TAMILARASAN S
		USN-2	Dashboard – Admin can view all the tickets raised by the users and can able to assign the tickets to the agent raised by users and can able to track the work assigned to the agent	3	High	SHARMILA M
		USN-3	Dashboard – Agent can view all the assigned tickets raised by the user and can give efficient solution to the queries raised by users and can able to see the current status of the tickets assigned by admin	3	High	SREEVARSHINI S

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	IBM DB2	USN-1	Connect IBM DB2 with python	3	High	SNEHA T
	Watson Assistant	USN-2	Chatbot – User, Admin, Agent	3	Medium	TAMILARASA S
	SendGrid	USN-3	SendGrid enables admin to send emails to the user about the assigned agent to solve the customer queries	2	Medium	SHARMILA M
Sprint-4	Docker image	USN-1	Create docker image for flask app	2	Medium	SREEVARSHINI S
	IBM Container Registry	USN-2	Upload the docker image to the IBM Container Registry	2	Medium	SNEHA T
	Kubernetes	USN-3	Deploy the docker image on Kubernetes cluster	2	Medium	TAMILARASAN 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	9	6 Days	24 Oct 2022	29 Oct 2022	9	29 Oct 2022
Sprint-2	9	6 Days	31 Oct 2022	05 Nov 2022	9	05 Nov 2022
Sprint-3	8	6 Days	07 Nov 2022	12 Nov 2022	8	12 Nov 2022
Sprint-4	6	6 Days	14 Nov 2022	19 Nov 2022	6	19 Nov 2022

Velocity:

Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

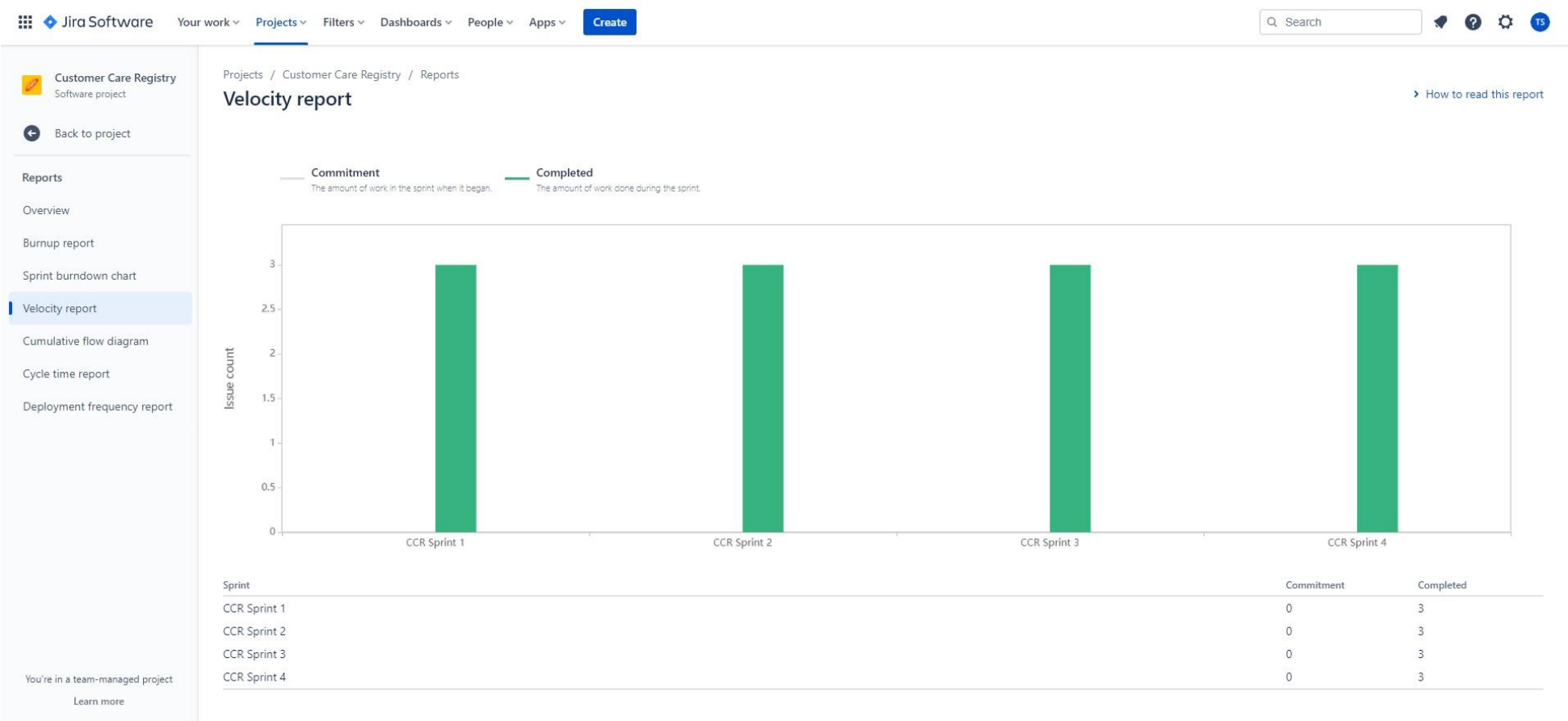
$$AV = \frac{\text{sprint duration}}{\text{velocity}} = \frac{20}{10} = 2$$

Sprint – 1 AV = 9/6 = 1.5

Sprint – 2 AV = 9/6 = 1.5

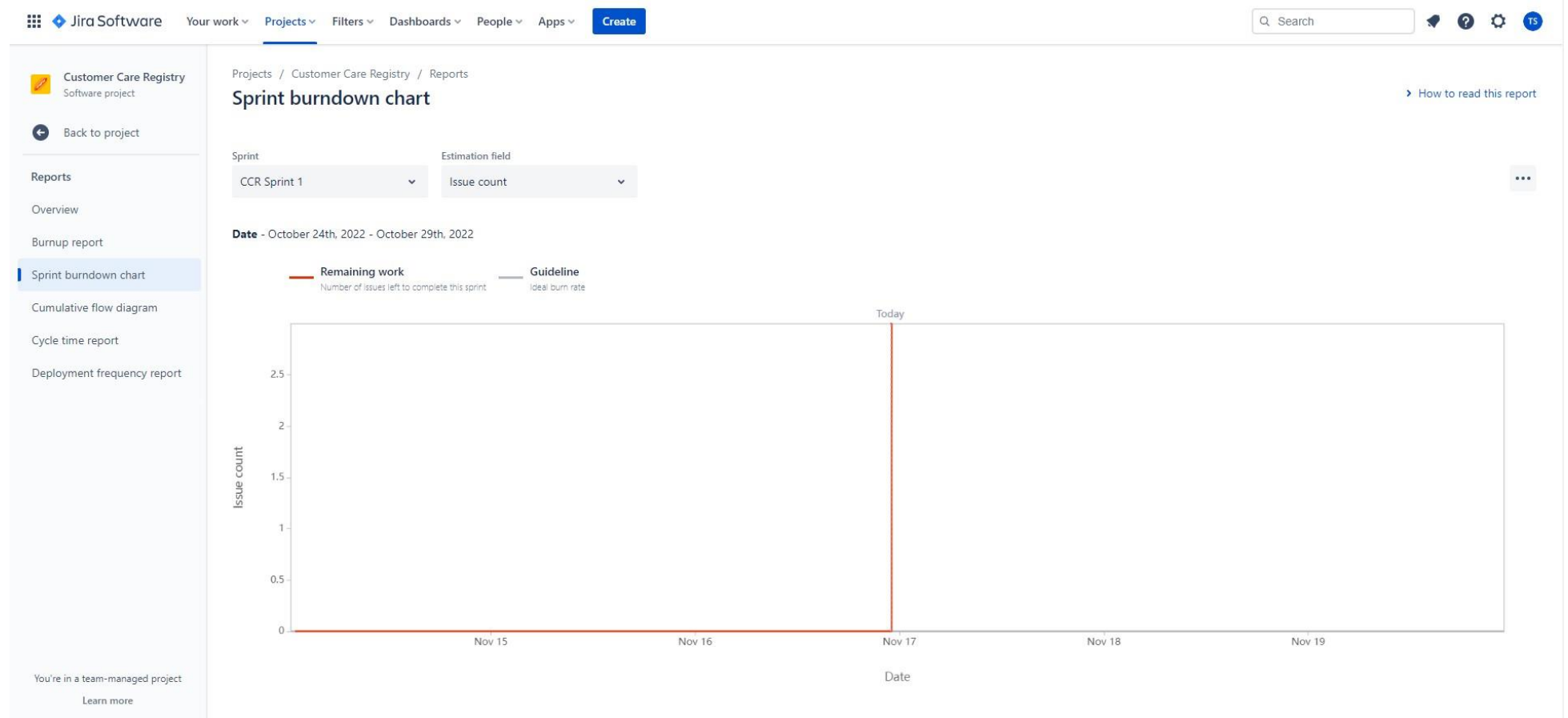
Sprint – 3 AV = 8/6 = 1.3

Sprint – 4 AV = 6/6 = 1



Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.



Customer Care Registry
Software project

Back to project

Reports

Overview

Burnup report

Sprint burndown chart

Cumulative flow diagram

Cycle time report

Deployment frequency report

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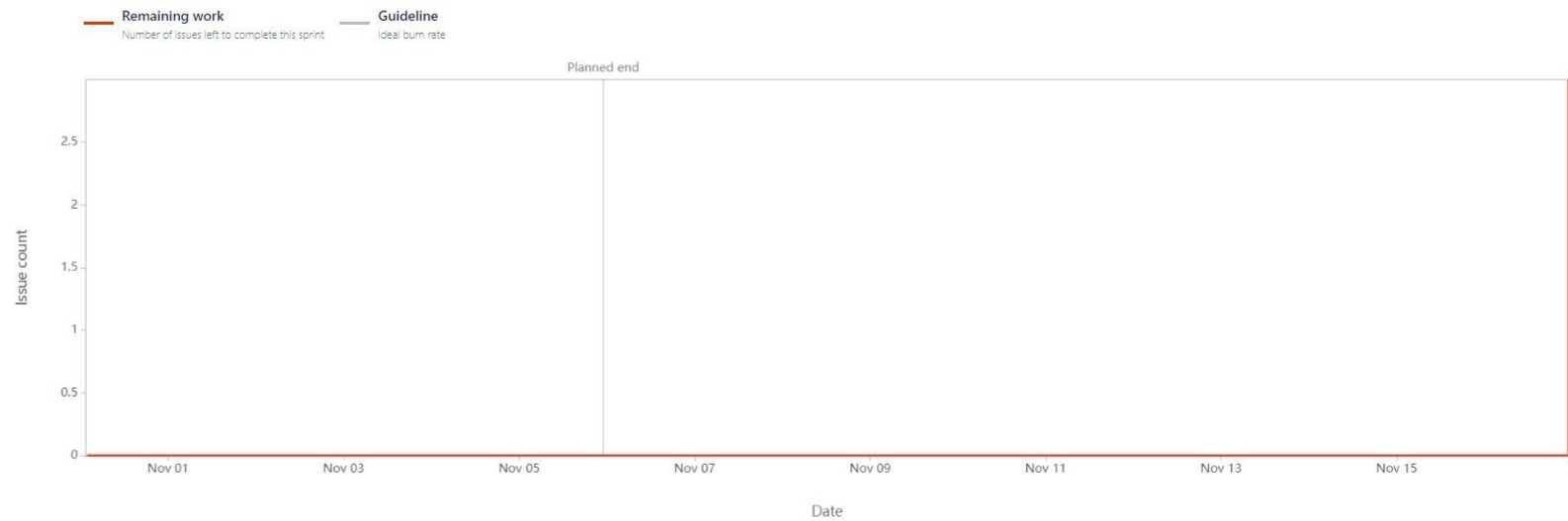
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Sprint burndown chart

How to read this report

Sprint: CCR Sprint 2 Estimation field: Issue count

Date - October 31st, 2022 - November 5th, 2022



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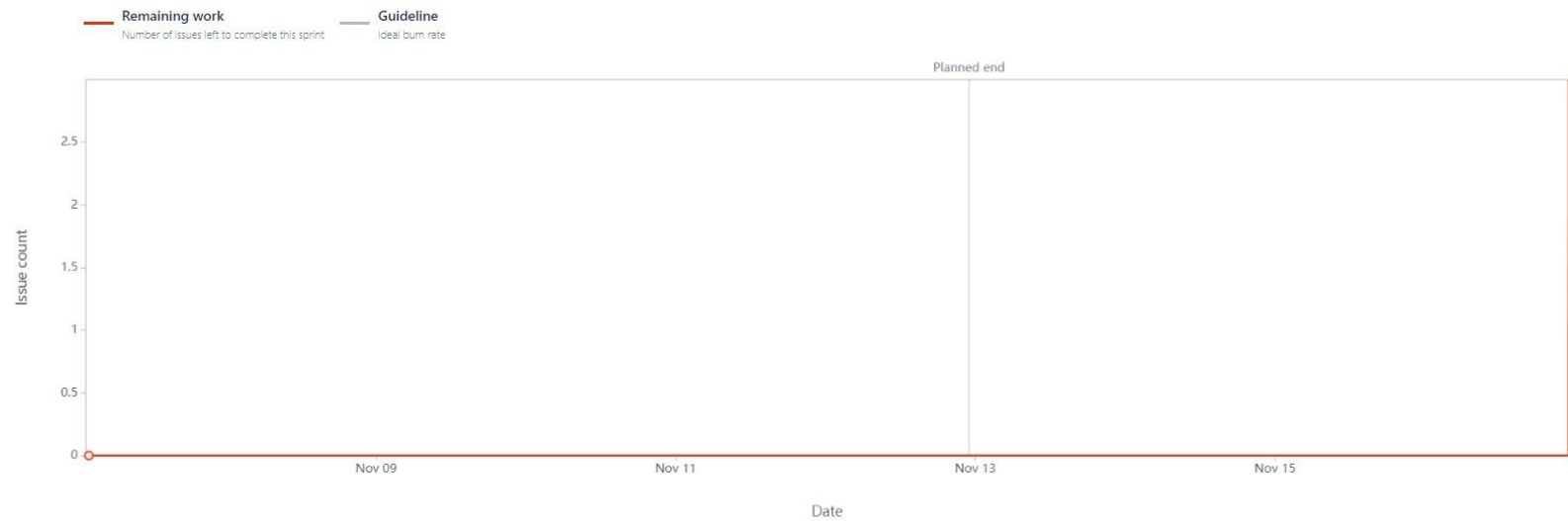
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Sprint burndown chart

How to read this report

Sprint: Estimation field:

Date - November 7th, 2022 - November 12th, 2022



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Sprint burndown chart

How to read this report

Sprint: CCR Sprint 4 Estimation field: Issue count

Date - November 14th, 2022 - November 19th, 2022

