

Project Planning Phase

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

Date	18 October 2022
Team ID	PNT2022TMID20125
Project Name	Project – Customer Care Registry
Maximum Marks	8 Marks

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

CUSTOMER:

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Registration	USN-1	As a customer, I can register for the application by entering my email password and confirming my password.	2	High	Ajay , Yutha Mesak
Sprint-1	Registration	USN-2	As a customer, I will receive a confirmation email once I have registered for the application	1	High	Arshad
Sprint 1	Login	USN-3	As a customer, I can log in to the application by entering the correct email and password.	1	High	Gokulakrishnan
Sprint 2	Dashboard	USN-4	As a customer, I can see all the tickets raised by me.	3	High	Ajay,Yutha Mesak
Sprint-3	Ticket Creation	USN-5	As a customer, I can create a new ticket with a detailed description of my query.	2	Medium	Gokulakrishnan
Sprint-3	Forgot Password	USN-6	As a customer, I can reset my password if I forgot my old password.	2	Medium	Arshad
Sprint 4	Address Tickets	USN-7	As a customer, I can have conversations with the assigned agent and get my queries clarified.	3	High	Gokulakrishnan
Sprint 4	Ticket Status	USN-8	As a customer, I can see the current status of my ticket and its details.	2	Medium	Ajay, Yutha Mesak

AGENT:

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Login	USN-1	As an agent, I can log in to the application by entering the correct email and password.	2	High	Ajay , Yutha Mesak
Sprint-3	Dashboard	USN-2	As an agent, I can see all the tickets assigned to me by the admin	1	High	Gokulakrishnan
Sprint 3	Address Tickets	USN-3	As an agent, I get to have conversations with the customer and clear their requests..	1	High	Arshad
Sprint 4	Forgot Password	USN-4	As an agent, I can reset my password if I forgot my old password.	2	High	Ajay, Yutha Mesak

ADMIN:

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Login	USN-1	As an admin, I can log in to the application by entering the correct email and password.	2	High	Ajay , Yutha Mesak
Sprint-1	Dashboard	USN-2	As an admin, I can see all the tickets raised by the users in the entire system.	1	High	Arshad
Sprint-2	Agent Creation	USN-3	As an admin, I can create an agent to clarify the tickets or queries raised by the customer	2	High	Gokulakrishnan
Sprint 2	Assigning agent	USN-3	As an admin, I can assign an agent for each Ticket raised by the customer.	1	High	Gokulakrishnan
Sprint 4	Forgot Password	USN-4	As an admin, I can reset my password if I forgot my old password.	2	High	Ajay, Yutha Mesak

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	7	6 Days	24 Oct 2022	29 Oct 2022	7	29 Oct 2022
Sprint-2	6	6 Days	31 Oct 2022	05 Nov 2022	6	05 Nov 2022
Sprint-3	8	6 Days	07 Nov 2022	12 Nov 2022	8	12 Nov 2022
Sprint-4	9	6 Days	14 Nov 2022	19 Nov 2022	9	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)

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

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.

