Project Planning Phase

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

Date	02 November 2025
Team ID	NM2025TMID03589
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule, and Estimation

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority
Sprint-1	User Management	USN-1	As an admin, I want to create test users for simulation.	2	High
Sprint-1	Incident Assignment	USN-2	As an admin, I can assign a test user (e.g., Kiran) to an incident.	2	High
Sprint-2	Business Rule Creation	USN-3	As a system admin, I want to create a rule that blocks deletion of assigned users.	4	High
Sprint-2	Testing	USN-4	As a tester, I should verify that deletion is blocked for assigned users.	3	High
Sprint-2	Login	USN-5	As a tester, I should verify that unassigned users can be deleted successfully.	2	Medium

Project Tracker, Velocity & Burndown Chart

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint-1	20	6 Days	14 Oct 2025	19 Oct 2025	20	19 Oct 2025
Sprint-2	20	6 Days	20 Oct 2025	25 Oct 2025	20	25 Oct 2025
Sprint-3	20	6 Days	26 Oct 2025	31 Oct 2025	19	31 Oct 2025
Sprint-4	20	6 Days	01 Nov 2025	02 Nov 2025	20	02 Nov 2025

Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)
Total: 16 points over 9 days → Velocity = 1.78 points/day

Burndown Chart: A burndown chart is a graphical representation of work left to do versus time. It is often used in Agile methodologies like Scrum to monitor project progress and efficiency. The chart helps visualize how quickly the team is burning through user stories and tasks