

Project planning & Scheduling

Project planning

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	Nandigam Jyothi	✓	✗
Groups	Create Groups	Ragolu Hemani	✓	✗
Roles	Create roles	Perumalla Nirosha	✓	✗
Table	Create Table	Perumalla Nirosha	✓	✗
Assign roles & us	Assign roles & us	Nandigam Jyothi	✓	✗
Assign roles & us	Assign roles & us	Nandigam Jyothi	✓	✗
Assign role to tab	Assign role to tab	Polaki Lalitha	✓	✗
Create ACL	Create ACL	Polaki Lalitha	✓	✗
Flow	Create a Flow to /	Ragolu Hemani	✓	✗
Flow	Create a Flow to /	Ragolu Hemani	✓	✗

[+ ADD](#)

Functional Requirements	User Story	No.of Activity	Team members
Users	Key users include end users, support agents, group managers, and admins. User stories focus on submitting tickets, auto-assignment	1	N.Jyothi
Groups	Support groups are created to handle specific ticket categories. This ensures tickets are automatically routed	1	R.Hemani
Roles	Roles control access and actions in ServiceNow, allowing users to perform tasks based on their responsibilities	1	P.Nirosha
Table	Tables store ticket and user data, enabling	1	P.Nirosha

	automated assignment and efficient tracking		
Assign Roles to Users & To Groups	Assigning roles and users to groups ensures proper access and responsibility, enabling efficient ticket	2	N.Jyothi
Assign Roles to table	Assigning roles to tables controls user access, ensuring secure and efficient handling of ticket data in ServiceNow.	1	P.Lalitha
Create ACL	Creating ACLs ensures that only authorized users can view or modify specific ticket data.	1	P.Lalitha
Flow	The flow ensures tickets are automatically assigned, resolved, and closed	2	R.Hemani