

# Project Planning

Date	23 Oct 2025
Team Id	NM2025TMID04744
project Name	Garage management system
Maximum Mark	5 marks

## Introduction

The Project Planning Phase is the foundation of the *Garage Management System* development process in Salesforce. This phase defines the scope, objectives, and structure of the project, ensuring proper alignment between tasks, team roles, and timelines. The planning approach follows Agile methodology, dividing the work into multiple sprints to allow continuous improvement, testing, and feedback. The goal is to build an automated and reliable system that improves service tracking, billing accuracy, and customer management for garage operations. Effective planning ensures clarity among all team members and facilitates on-time delivery with minimal risk.

## Product Backlog

The Product Backlog includes all essential features needed to develop a complete, functional Garage Management System using Salesforce.

It serves as a prioritized list guiding the development and testing efforts throughout the lifecycle.

### Key Backlog Items:

1. Customer Details Module – store and manage customer information.
2. Appointment Module – schedule vehicle service appointments.
3. Service Records Module – track ongoing and completed services.
4. Billing and Feedback Module – automate billing and collect customer feedback.
5. Reports & Dashboards – visualize performance metrics and customer satisfaction.
6. User Access Management – define roles, profiles, and permissions for different users.

Each feature is broken into smaller user stories for development and testing.

High-priority features such as customer management, service booking, and billing were implemented first, followed by secondary modules like feedback and dashboards.

## Sprint Schedule

The project is organized into four sprints, each lasting approximately two weeks. Each sprint focuses on developing, testing, and refining a specific part of the system.

Sprint	Module / Task	Outcome
Sprint 1	Creation of Objects (Customer, Appointment, Service Records)	Basic structure setup
Sprint 2	Field creation, Validation rules, and Relationships	Data integrity ensured
Sprint 3	Flows, Triggers, and Automation setup	Billing and updates automated
Sprint 4	Reports, Dashboards, and Testing	Visual insights and deployment ready

## Effort Estimation

Effort estimation was performed using the Story Point method, assigning each task a complexity score based on time, resources, and testing effort.

- Simple configurations (object and field creation): Low complexity (1–2 points)
- Automation and validation rule setup: Medium complexity (3–5 points)
- Apex Triggers and Flows: High complexity (6–8 points)
- Report creation and performance testing: Medium complexity (4 points)

This helped distribute tasks fairly among team members, reduce bottlenecks, and maintain consistency in timelines.

## Conclusion

The Project Planning Phase provided a structured roadmap for the successful development of the *Garage Management System* in Salesforce. Through systematic backlog management, sprint execution, and effort estimation, the team achieved organized progress and clear milestones.

