

## Project Planning Phase

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

Date	27 June 2025
Team ID	LTVIP2025TMID31281
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	5 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	Student Support System Setup	USN-1	As a student, I can submit a support request via a ServiceNow form	2	High	Surya
Sprint-1	Student Support System Setup	USN-2	As an admin, I can configure categories in the Knowledge Base	3	High	Simhadri
Sprint-1	Student Support System Setup	USN-3	As an agent, I can assign tickets to the appropriate department	3	Low	Manohar
Sprint-2	SIS Integration	USN-4	As a system, I can fetch student data from SIS via API for auto-population	5	Medium	Bhavani

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-2	Workflow Automation	USN-5	As a support system, I can auto-assign tickets based on issue type	5	High	Narayana
Sprint-2	Notification System	USN-6	As a student, I will receive an email confirmation when I raise a support request	2	Medium	Satya
Sprint-2	Service Catalog	USN-7	As a student, I can access and request available IT/academic services via catalog	3	Medium	teja
Sprint-1	Dashboard & Reporting	USN-8	As an admin, I can view real-time dashboards of open and resolved tickets	2	Medium	Ganga

#### 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	20	6 Days	24 Oct 2022	29 Oct 2022	20	29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	18	06 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	15	13 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 202213 Nov 2022	16	13 Nov 2022(expected)

**Velocity:**

Velocity = Total Story Points Completed / Number of Sprints  
= (20 + 18 + 15 + 16) / 4 = 69 / 4 = 17.25

➡ **Team Velocity = ~17.25 Story Points per Sprint**

**Burndown Chart:**

A burndown 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.

**Reference:**

<https://github.com/Mounika-penke/Educational-Organisation-Using-Servicenow>

[https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3D4a733dfa830622102e10b0d6feaad31f](https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f)