

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

Date	7 November 2025
Team ID	NM2025TMID09077
Project Name	Laptop Request Catalog Item
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	User Story No.	User Story / Task	Story Points	Priority	Team Members
Sprint 1	Catalog Item Creation	USN-1	As an admin, I can create a laptop request catalog item in ServiceNow	2	High	Nallakannu R
Sprint 1	Variable Configuration	USN-2	As an admin, I can add variables such as Laptop Model, Justification, Additional Accessories, and Accessories Details to the catalog item.	3	High	Lekshman J S
Sprint 2	UI Policy Creation	USN-3	As a system user, I can create a Catalog UI Policy that dynamically displays “Accessories Details” when “Additional Accessories” is checked.	4	High	Rithik Subramaniam M
Sprint 2	UI Action Setup	USN-4	As an admin, I can create a “Reset Form” UI Action to clear all form fields and enhance usability.	3	Medium	Suthan Raj A

Sprint 3	Update Set Export / Import	USN-5	As a developer, I can export the update set to XML and import it into another instance for deployment and testing.	3	Medium	Suthan Raj A And Nallakannu R
Sprint 3	Testing & Validation	USN-6	As a developer, I can export the update set to XML and import it into another instance for deployment and testing.	3	High	Rithik Subramaniam M And Lekshman J S
Sprint 4	Documentation & Report Preparation	USN-7	As a developer, I can document the architecture, design steps, and test results for project submission.	2	Medium	Entire Team

#### 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	3 November 2025	4 November 2025	20	4 November 2025
Sprint 2	20	6 Days	4 November 2025	5 November 2025	20	5 November 2025
Sprint 3	20	6 Days	5 November 2025	6 November 2025	19	6 November 2025

Sprint 4	20	6 Days	6 November 2025	7 November 2025	20	6 November 2025
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## **Velocity**

Average Velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 79 Story Points over 24 Days → Velocity = 3.29 Points/Day

## **Burndown Chart:**

A Burndown Chart is a graphical representation of the remaining work versus time for each sprint. It helps track sprint progress and visualize the completion rate of tasks over the sprint timeline. In this project, the burndown chart shows consistent progress across all four sprints, demonstrating steady task completion and sprint reliability.

## **References**

- ServiceNow – <https://www.servicenow.com/products/service-catalog.html>
- ServiceNow Documentation – <https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/service-catalog-management/task/create-catalog-item.html>
- ServiceNow UI Policy and UI Action Guide – [https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/script/ui-policy/task/t\\_CreateUIPolicy.html](https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/script/ui-policy/task/t_CreateUIPolicy.html)
- ServiceNow – <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/system-update-sets/concept/update-sets.html>