

Project Planning Phase

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

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Sprint	Functional Requirement (Epic)	User Story No	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Management	USN-1	As an admin, I can create users in ServiceNow system	2	High	Team
Sprint-1	User Management	USN-2	As an admin, I can create support groups (L1 & L2)	2	High	Team
Sprint-1	Role Management	USN-3	As admin, I assign roles to users and groups	3	High	Team
Sprint-1	Database Setup	USN-4	Create Operations Related table	3	High	Team
Sprint-1	Database Setup	USN-5	Configure issue fields and choices	2	Medium	Team
Sprint-2	Security	USN-6	Create ACL rules for table access	5	High	Team

Sprint-2	Workflow Automation	USN-7	Create Certificate ticket assignment flow	5	High	Team
Sprint-2	Workflow Automation	USN-8	Create Platform ticket assignment flow	5	High	Team
Sprint-2	Ticket Management	USN-9	Enable automatic group assignment	3	Medium	Team
Sprint-2	Notification	USN-10	Notify users after ticket update	3	Medium	Team

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date	Story Points Completed	Release Date
Sprint-1	12	7 Days	15 Feb 2025	21 Feb 2025	12	21 Feb 2025
Sprint-2	20	7 Days	22 Feb 2025	28 Feb 2025	20	28 Feb 2025

Velocity:

Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

$$AV = \frac{\text{sprint duration}}{\text{velocity}} = \frac{20}{10} = 2$$

Total Story Points Completed = $12 + 20 = 32$

Number of Sprints = 2

Velocity = Total Story Points / Number of Sprints

Velocity = $32 / 2$

Velocity = 16 Story Points per Sprint

Team Velocity = 16 Story Points per Sprint

Burndown Chart:

A Burndown Chart represents the remaining work against time during project execution.

In this project, story points are reduced sprint by sprint as automation workflows, ACL configuration, and ticket routing modules are completed.

The burndown chart helps monitor:

- Sprint progress
- Remaining workload
- Team productivity
- Project completion timeline

<https://www.visual-paradigm.com/scrum/scrum-burndown-chart/>

<https://www.atlassian.com/agile/tutorials/burndown-charts>

Reference:

<https://www.atlassian.com/agile/project-management>

<https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software>

<https://www.atlassian.com/agile/tutorials/epics>

<https://www.atlassian.com/agile/tutorials/sprints>

<https://www.atlassian.com/agile/project-management/estimation>

<https://www.atlassian.com/agile/tutorials/burndown-charts>