

## Project Planning Log – Agile Sprint Management

### ServiceNow Operations Ticket Management System

#### Agile Planning Logic

A **Sprint** is a fixed duration during which the development team completes a set of planned tasks.

An **Epic** represents a major module of the project which is divided into smaller **User Stories**.

A **User Story** represents a specific functionality developed in the system.

**Story Points** represent effort required using Fibonacci scale:

Effort	Story Point
Very Easy	1
Easy	2
Moderate	3
Difficult	5

#### Sprint 1 — Platform Setup & Configuration

##### Epic 1: ServiceNow Environment Setup

User Story	Description	Story Point
USN1	Create ServiceNow instance	2
USN2	Configure users & roles	3

##### Epic 2: Database & Table Creation

User Story	Description	Story Point
USN3	Create Operations Related table	3
USN4	Add issue fields & choices	2
USN5	Configure group structure (L1 & L2)	2

 Total Story Points Sprint 1 = 12

#### Sprint 2 — Automation & Workflow Development

### Epic 3: Access Control Implementation

User Story	Description	Story Point
USN6	Create Roles & Groups	3
USN7	Configure ACL permissions	3

### Epic 4: Flow Automation

User Story	Description	Story Point
USN8	Certificate issue auto-assignment flow	5
USN9	Platform issue routing flow	5

### Epic 5: Testing & Validation

User Story	Description	Story Point
USN10	Ticket creation & routing testing	2
USN11	Workflow validation	2

Total Story Points Sprint 2 = 20

Total Story Points Calculation

Sprint 1 = 12

Sprint 2 = 20

Total Story Points = 32

Number of Sprints = 2

Velocity Calculation

Velocity = Total Story Points / Number of Sprints

Velocity = 32 / 2

Velocity = 16 Story Points per Sprint

**Team Velocity = 16 Story Points per Sprint**