

Project Planning

Date: 20 June 2025

Team ID: LTVIP2025TMID28652

Project Name: Educational Organisation Using ServiceNow

Maximum Marks: 5 Marks

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

| Sprint | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|----------|---|-------------------|---|--------------|----------|--------------------|
| Sprint-1 | User Authentication | USR-1 | As a student/faculty, I want to log in via SSO to the portal | 3 | High | Navya V |
| Sprint-1 | Service Catalog | USR-2 | Create catalog items for IT helpdesk requests | 3 | High | Navya V |
| Sprint-1 | UI Design | USR-3 | Design the self-service portal home page | 2 | Medium | Supriya A |
| Sprint-2 | Workflow Automation | USR-4 | Build approval flow for student ID card requests | 2 | High | Navya V, Supriya A |
| Sprint-2 | Notifications | USR-5 | Configure email/SMS notifications on ticket status change | 3 | High | Supriya A |
| Sprint-2 | Knowledge Base Reporting and Dashboards | USR-6 | Add common FAQs and setup KB articles and Create SLA compliance report for admins | 4 | High | Navya V, Supriya A |
| Sprint-3 | Testing and Feedback Integration | USR-7 | Conduct UAT with faculty and gather feedback | 3 | Medium | Supriya A |

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|----------|---------------|-------|--|---|--------|---------|
| Sprint-3 | Documentation | USR-8 | Document workflows, catalog items, and admin guide | 3 | Medium | Navya V |
|----------|---------------|-------|--|---|--------|---------|

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-1 | 10 | 5 Days | 11 June 2025 | 15 June 2025 | 10 |
| Sprint-2 | 13 | 5 Days | 16 June 2025 | 20 June 2025 | |

Velocity:

Total Story Points = 10 (Sprint-1) + 13 (Sprint-2) = 23

Number of Sprints = 2

Velocity = $23 / 2 = 11.5$ Story Points per Sprint

Burndown Chart:

A burn down chart will be created after Sprint-1 to track remaining story points across days.

Use tools like Atlassian Burndown Tool or Visual Paradigm for chart generation.