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| Project Planning Phase   |  |  | | --- | --- | | Date | 06 sep 2025 | | Team ID Project | NM2025TMID13007 | | Name | StreamliningTicketAssignmentforEfficientSupport Operations | | Maximum Marks | 5 Marks |   A Sprint is a fixed period or duration in which a team works to complete a set of tasks.  AnEpicisabigtaskorprojectthatistoolargetocompleteinonesprint.Itisbrokendownintosmaller tasks (stories) that can be completed over multiple sprints.  A Story is a small task. It is part of an Epic.  AStoryPointisanumberthatrepresentshowmucheffortastorytakestocomplete,usuallyintheform ofthe Fibonacciseries.  Sprint 1: (3 Days)   |  |  | | --- | --- | | Day | Work | | Day1 | CreateNewUsers,CreateSupport Groups | | Day2 | AssignUserstoGroups,AssignRolesto Groups | | Day3 | CreateOperationsRelatedTable,Add Issue Field Choices |   Sprint 2: (3 Days)   |  |  | | --- | --- | | Day | Work | | Day1 | CreateACLsforTableandFields,Assign Required Roles | | Day2 | CreateFlowforCertificates, Create Flow for Platform | | Day3 | Test and Activate Flows |   Total Story Points  Sprint 1 = 12  Sprint 2 = 10  Total Story Points = 12 + 10 = 22 |
| Velocity = Total Story Points Completed / Number of Sprints  Velocity = 22 / 2 = 11 (Story Points per Sprint) |