PROJECT PLANNING PHASE

Date	16th June 2025
Team ID	LTVIP2025TMID28953
Project Name	CRM Application for Public Transport Management System
Maximum Marks	

Agile Planning Overview – CRM Application for Public Transport Management System

Agile methodology was applied to develop the CRM for Public Transport, delivering the project in **two iterative Sprints**. Each Sprint included user stories with defined complexity (story points), tasks, and testing to ensure fast feedback and delivery.

Key Agile Concepts Used

- **Product Backlog**: Features grouped into Epics and broken into User Stories
- **Sprint Backlog**: Selected Stories per Sprint
- **Story Points**: Relative effort using Fibonacci sequence
- **Velocity**: Average Story Points completed per Sprint
- **Burndown Chart**: Visual task completion vs. time

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

Sprint	Functional Requirement (Epic)	User Story No.	User Story / Task	Story Points	Priority	Team Member
Sprint-1	Bus Station Setup	USN-1	As an Admin, I can create and manage Bus Station records.	2	High	Member 1
Sprint-1	Bus Management	USN-2	As an Admin, I can create Bus records and link them to a Bus Station.	2	High	Member 2
Sprint-1	Employee Management	USN-3	As a user, I can add employees and assign roles (Driver/Conductor).	2	Medium	Member 3
Sprint-	Fare Setup	USN-4	As an Admin, I can create Ticket Fare records with route and bus	4	High	Member 4

1			model details.			
Sprint-2	Trip Scheduling	USN-5	As an Admin, I can schedule trips by selecting Bus, Fare, and assigning staff.	3	High	Member 2
Sprint-2	Fare Auto-fetch (Flow)	USN-6	As a system, I can auto-fetch fare based on route and bus model.	4	High	Member 3
Sprint-2	Driver Role Validation (Trigger)	USN-7	As a system, I can validate that only drivers are assigned as Drivers.	3	Medium	Member 1
Sprint-2	Reports and Dashboard	USN-8	As an Admin, I can view trip summary, employee utilization, and fare statistics.	3	Medium	Member 4

Project Tracker, Velocity & Burndown Chart (4 Marks)

Sprint	Total SP	Duration	Start Date	Planned End	Completed SP	Release Date
Sprint-1	10	5 Days	16 June 2025	21 June 2025	10	23 June 2025
Sprint-2	13	5 Days	22 June 2025	26 June 2025	13	28 June 2025

Velocity Calculation

- Total Story Points = 10 (Sprint 1) + 13 (Sprint 2) = **23**
- Number of Sprints = 2
- **Velocity = 23 ÷ 2 = 11.5 ≈ 12 SP/Sprint**

Burndown Chart (Sprint 2 Sample)

Day	Ideal SP Remaining	Actual SP Remaining
Day 0	13	13
Day 1	10	11
Day 2	8	8
Day 3	5	5
Day 4	2	2

Day 5	0	0

Note: Team followed ideal pace with timely completion.

Tools Used:

- Trello for Sprint Board
- Google Sheets for Estimation & Velocity
- Salesforce Playground for Development

Sprint Planning Table

Sprint 1 – Data Modeling & Initial Setup

Day	Task Description	SP	Type	Notes
1	Create Bus Station and Bus Objects	2	Configuration	Includes lookup between station & bus
2	Design Employee Object & Role Picklist	2	UI & Logic	Driver, Conductor setup
3	Create Ticket Fare Object with Fields	3	Data Model	Route, fare, bus model mapping
4	Load Sample Data (Bus, Station, Employees)	2	Data Import	Using Data Import Wizard
5	Sprint Review & Bug Fixes	-	QA	Internal UAT and adjustments
	Total Story Points	9		

Sprint 2 – Automation, Validation & Reporting

Day	Task Description	SP	Type	Notes
1	Build Flow for Fare Auto-Fetch	4	Automation	Based on route + bus model
2	Develop Apex Trigger for Driver Role Validation	3	Backend Logic	Ensures role = 'Driver' for assignment
3	Create Trip Object and Link with Bus, Fare	3	Configuration	Lookup fields setup
4	Design Dashboard for Trip, Fare, Employee usage	3	Reporting	Visual insights for admin
5	Sprint Review & Deployment Testing	-	QA & Testing	Validating Flows, Triggers
	Total Story Points	13		

Sprint Status Summary

Sprint	Duration	Points Planned	Points Completed	Completion %	Remarks
Sprint-1	5 Days	9	9	100%	Data models and sample records loaded
Sprint-2	5 Days	13	13	100%	Automation logic built and tested

Planning Insights & Best Practices Followed

- Story estimation used Fibonacci scale (1, 2, 3, 5…)
- Tasks balanced across sprints based on complexity and dependency
- Stories split from high-level Epics (e.g., Fare Management, Trip Scheduling)
- Internal QA included in each sprint for feedback and defect resolution
- Velocity benchmarked at **12 SP/Sprint** for planning precision

Conclusion

- Agile methodology enabled focused development in **10 working days** (2 Sprints)
- Core CRM modules for Transport were built, automated, and tested
- Each sprint was successfully executed with complete backlog clearance
- Team ensured delivery of a scalable, validated CRM solution for the public transport domain