Agile Methodology – Sprint Planning

Basic Agile Terms

- **Sprint:** A fixed time period (usually 2 weeks) where the team completes a set of tasks.

- **Epic:** A large feature that cannot be completed in one sprint. It is divided into smaller User Stories.

- **User Story:** A small functional requirement that delivers value.

- **Story Point:** A number representing effort required (Fibonacci: 1, 2, 3, 5).

Story Point Effort Level

1   Very Easy

2   Easy

3   Moderate

5   Difficult

Sprint 1 – Core Setup & Workflow Development

Epic 1: Service Portal Setup

User Story	Description	Story Points
USN1	Create Service Portal	2
USN2	Configure User Roles (Student/Admin)	1

Epic 2: Request Management System

User Story	Description	Story Points
USN3	Create Student Request Form	3
USN4	Configure Approval Workflow	3
USN5	Implement Business Rules & Notifications	3

Total Story Points in Sprint 1

2 + 1 + 3 + 3 + 3 = **12 Story Points**

Sprint 2 – Advanced Features & Reporting

Epic 3: IT & Admin Ticket Automation

User Story Description		Story Points
USN6	Create IT Support Module	2
USN7	Auto Ticket Assignment	2
USN8	SLA Configuration	2
USN9	Escalation Rules Setup	4

Epic 4: Dashboard & Reporting

User Story Description		Story Points
USN10	Develop Admin Dashboard	5

Epic 5: Testing & Deployment

User Story Description		Story Points
USN11	System Testing & Deployment	5

Total Story Points in Sprint 2

2 + 2 + 2 + 4 + 5 + 5 = **20 Story Points**

Velocity Calculation

Sprint	Story Points
Sprint 1	12
Sprint 2	20

Total Story Points = 12 + 20 = 32

Number of Sprints = 2

Velocity = Total Story Points / Number of Sprints

$$Velocity = 32/2 = 16$$

Final Result

Team Velocity = 16 Story Points per Sprint

This means your team can complete approximately **16 Story Points in each sprint** while working on the ServiceNow Educational Organization Automation project.