Project Planning Phase
Project Planning

Date	07 November 2025
Team ID	NM2025TMID09092
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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	Initial Setup & User/Group Configuration	USN-1	As a ServiceNow admin, I can create and configure necessary Assignment Groups and users (e.g., test agents) to support new assignment logic.	3	High	Ramana Priya
Sprint-1		USN-2	As a ServiceNow admin, I can activate and configure the Assignment Lookup Rules to enable auto-assignment based on ticket criteria (e.g., Category, Subcategory).	5	High	Ramana Priya

Sprint-2	Automated Assignment Logic	USN-3	As a ServiceNow developer, I want to create a Business Rule to implement a custom round-robin assignment logic for specific low-priority Incidents to ensure fair load distribution.	8	High	Suunedhi
Sprint-2		USN-4	As a tester, I should verify that tickets matching the low-priority criteria are assigned to agents using the new round-robin method.	3	High	Selsiya Shobi
Sprint-2	Testing & Validation	USN-5	As an admin, I should confirm that High priority and Major Incidents are still assigned immediately to the correct tier-3 groups, bypassing round-robin logic.	2	Medium	Ramana Priya
Sprint-3	Documentation & Handover	USN-6	As a developer, I want to document all custom scripts, business rules, and configuration changes for production handover.	3	Medium	Shapthiga
Sprint-3		USN-7	As a system admin, I want a final validation report showing the before and after Mean Time to Resolution (MTTR) and assignment time for a sample set of tickets.	2	Medium	Suunedhi

Project Tracker, Velocity & Burndown Chart (4 Marks)

Sprint	Total Story Points (Planned)	Duration (Days)	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (Actual)	Sprint Release Date (Actual)
Sprint-1	8	5 Days	01 November 2025	07 November 2025	8	28 October 2025
Sprint-2	13	7 Days	08 November 2025	16 November 2025	12	3 November 2025
Sprint-3	5	5 Days	17 November 2025	23 November 2025	5	7 November 2025

Velocity Calculation:

- Total Story Points Completed: 8 + 12 + 5 = 25 points
- Total Duration (Days): 5 + 7 + 5 = 17 days
- Average Velocity (points/day): 25 / 17 ≈ 1.47 points/day

Project Burndown Chart

The Burndown Chart below visually tracks the remaining Story Points against the Ideal Burndown line for the project.

Project Burndown Chart: Streamlining Ticket Assignment in ServiceN...