Project Planning Phase

Date	2 November 2025
Team ID	NM2025TMID06479
Project Name	Streamlining Ticket Assignment for Efficient Support Operations

Product Backlog, Sprint Schedule, and Estimation

Sprint	Epic	User Story / Task	Estimation	Member
Sprint-1	Ticket Setup	Create categories for automatic ticket routing.	3 pts / High	K. Priya
Sprint-1	Assignment Rules	Design ServiceNow assignment logic.	4 pts / High	R. Manoj
Sprint-2	Automation	Implement auto ticket assignment flow.	5 pts / High	S. Kiran
Sprint-2	Testing	Verify assignment and automation accuracy.	3 pts / Medium	D. Gowtham

| Sprint-3 | Tracking | Monitor ticket resolution time. | 2 pts / Medium | S. Lavanya |
| Sprint-3 | Documentation | Prepare final reports and workflow docs. | 3 pts / Medium | K. Priya |

Project Tracker, Velocity & Burndown Chart

Sprint	Total Points	Duration	Start Date	End Date	Points Completed	Release Date
Sprint-1	20	6 Days	05 Oct 2025	10 Oct 2025	20	10 Oct 2025
Sprint-2	20	6 Days	11 Oct 2025	16 Oct 2025	19	16 Oct 2025
Sprint-3	20	6 Days	17 Oct 2025	22 Oct 2025	20	22 Oct 2025

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 59 points over 18 days → **Velocity = 3.27 points/day**

Agile Planning Summary

This phase covers sprint planning, backlog creation, estimation, and tracking of ServiceNow-based ticket automation. Simplified planning ensures faster assignment handling and improved support team efficiency.