Project Planning Phase

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	04 Jan 2026
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	5 Marks

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

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Service Portal Setup	USM-1	As a user, I can access the ServiceNow Service Portal to book metro tickets online	2	High	Individual
Sprint-1	Service Catalog	USM-2	As a user, I can submit a metro ticket request using a catalog item	3	High	Individual
Sprint-1	Form Design	USM-3	As a user, I can fill dynamic forms with mandatory fields such as source, destination, and passenger count	2	High	Individual
Sprint-2	Fare Calculation Logic	USM-4	As a system, fare is calculated automatically based on stations and journey type	3	High	Individual
Sprint-2	Flow Automation	USM-5	As a system, ticket requests are processed automatically using Flow Designer	3	High	Individual
Sprint-2	Notifications	USM-6	As a user, I receive notifications on ticket booking status	2	Medium	Individual
Sprint-3	Custom Table	USM-7	As a system, ticket booking data is stored in a metro database table	3	High	Individual

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Access Control	USM-8	As an admin, I can restrict access to ticket data using ACLs	2	Medium	Individual
Sprint-4	Testing & UAT	USM-9	As a stakeholder, I can verify the end-to-end metro ticket booking lifecycle	2	High	Individual
Sprint-4	Deployment	USM-10	As an admin, I can deploy the metro ticketing solution to production	2	High	Individual

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Velocity

Velocity represents the average number of story points completed in each sprint.
In this project, approximately **10 story points per sprint** were completed over a **6-day sprint duration**, ensuring consistent progress and predictable delivery.

This steady velocity helped in:

- Accurate sprint planning
- Timely completion of milestones
- Efficient workload distribution

Burndown Chart

A burndown chart visually represents the remaining work versus time during each sprint.

For the **Metro Ticket Generating System using ServiceNow**, the burndown chart showed a steady reduction in pending story points across sprints, indicating:

- Effective task planning
- Minimal blockers
- Timely completion of user stories

Burndown charts help in:

- Tracking sprint progress
- Identifying delays early
- Ensuring sprint goals are achieved