

Date: 01/11/2025

Time ID: NM2025TMID06892

Project Name: Education Organisation using ServiceNow

Maximum Marks: 5 Marks

Project Planning Phase

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

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

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint Request Management	As a student, I can raise academic or administrative requests through the ServiceNow portal.	USN-1	raise academic or administrative requests through the ServiceNow portal.	2	High	Varsha M
	As an admin, I can configure automated workflows to route requests to the right department.	USN-2	configure automated workflows to route requests to the right department.	3	High	N. Durga Mahendra
Sprint Notification & Alerts	As a user, I should receive notifications when my request is approved, rejected, or updated.	USN-3	receive notifications when my request is approved, rejected, or updated.	2	Medium	O. Sravani
	As a faculty or admin, I can approve student	USN-4	approve student			

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requests automatically
based on predefined