

Project Planning Phase

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

Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog
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Product Backlog, Sprint Schedule, and Estimation

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority
Sprint-1	Data Architecture	USN-1	As a ServiceNow admin, I can identify and use core tables (sc_request, sc_req_item, sc_task) for requests.	3	High
Sprint-1	Data Architecture	USN-2	As a ServiceNow admin, I can map catalog variables to Requested Item and Task fields.	3	High
Sprint-1	Data Architecture	USN-3	As a ServiceNow admin, I can define relationships between REQ → RITM → SCTASK.	2	High
Sprint-2	Business Rules	USN-4	As a ServiceNow admin, I can create Business Rules for license checks and status updates.	5	High
Sprint-2	Business Rules	USN-5	As a ServiceNow admin, I can configure rules to auto-assign tasks to Software Support group.	3	High
Sprint-3	Automation Logic	USN-6	As a ServiceNow admin, I can create a Workflow for the catalog item.	5	High
Sprint-3	Automation Logic	USN-7	As a ServiceNow admin, I can design approval steps (Manager → Compliance if needed).	5	High

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority
Sprint-3	Automation Logic	USN-8	As a ServiceNow admin, I can add task creation and notification activities in the workflow.	3	High
Sprint-3	Automation Logic	USN-9	As a ServiceNow admin, I can attach the workflow to the catalog item and publish.	2	Medium
Sprint-4	Update Sets & Deployment	USN-10	As a ServiceNow admin, I can capture all configurations in an Update Set for migration.	3	Medium

Velocity:

Estimated team velocity: 10–12 Story Points per Sprint (based on similar ServiceNow configuration projects). Actual velocity will be recalculated after Sprint-1 completion:

Velocity = Total Story Points Completed / Number of Sprints

(Example from planning logic: If Sprint-1 completes 9 points and Sprint-2 completes 5, total 14 over 2 sprints → Velocity = 7 points/sprint. Adjust based on actuals.)

Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.

<https://www.visual-paradigm.com/scrum/scrum-burndown-chart/>

<https://www.atlassian.com/agile/tutorials/burndown-charts>

Reference:

<https://www.atlassian.com/agile/project-management>

<https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software>

<https://www.atlassian.com/agile/tutorials/epics>

<https://www.atlassian.com/agile/tutorials/sprints>

<https://www.atlassian.com/agile/project-management/estimation>

<https://www.atlassian.com/agile/tutorials/burndown-charts>