

Project Planning Phase

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

Date	30 June 2025
Team ID	LTVIP2025TMID30150
Project Name	Streamlining Ticket Assignment for Efficient Project Management
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	Ticket Intake & Classification	USN-1	As a user, I can submit a ticket with category, urgency, and description.	2	High	
Sprint-1	Assignment Role Setup	USN-2	As an admin, I can configure rule-based assignment logic in ServiceNow.	3	High	
Sprint-1	Role-Based Routing	USN-3	As a manager, I can map users to roles and teams for assignment logic.	2	Medium	
Sprint-2	Workload Dashboard	USN-4	As a manager, I can view workload metrics for balanced ticket routing.	3	Medium	
Sprint-2	SLA Time Integration	USN-5	As a system, I can monitor SLA countdown and flag aging tickets.	4	High	
Sprint-2	Model Evaluation	USN-6	As an ML engineer, I can test and validate the performance of the model	4	High	
Sprint-2	Auto Reassignment Logic	USN-7	As a system, I can reassign tickets if no response from initial assignee.	4	Medium	
Sprint-2	ML Ticket Prediction (Optional)	USN-8	As a system, I can predict optimal assignee using historical ticket data	5	Medium	

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

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	8	5 Days	17 June 2025	21 June 2025	8	21 June 2025
Sprint-2	16	5 Days	22 June 2025	27 June 2025	16	27 June 2025

Velocity:

Total Story Points: 7 (Sprint 1) + 16 (Sprint 2) = **23**

Number of Sprints: 2

Velocity: $23 / 2 = 11.5$ Story Points per Sprint

Burndown Chart:

- **Start of Sprint 1:** 7 Story Points
- 🔍 **End of Sprint 1:** 0 (All completed)
- 🔍 **Start of Sprint 2:** 16 Story Points
- 🔍 **End of Sprint 2:** 0 (All completed)