**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)