

## Project Planning Phase

### Project Planning

Date: OCT 2025

Team ID: NM2025TMID09193

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

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#### Product Backlog, Sprint Schedule, and Estimation

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Ticket Management	USN-1	As a user, I want to create and submit support tickets so issues can be tracked.	2	High	Member 1
Sprint-1	Ticket Assignment	USN-2	As a system, I should automatically assign tickets to the correct team based on category and priority.	4	High	Member 2
Sprint-2	Flow Automation	USN-3	As a developer, I want to design automation flows using ServiceNow Flow Designer for ticket routing.	3	High	Member 3
Sprint-2	Notifications	USN-4	As a manager, I want to receive alerts for unassigned or delayed tickets.	2	Medium	Member 4
Sprint-3	Dashboard	USN-5	As an admin, I want to view real-time ticket status and team workload on a dashboard.	3	Medium	Member 1
Sprint-3	Testing & Documentation	USN-6	As a tester, I want to validate automation logic and prepare documentation for submission.	3	Medium	Member 2

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## Project Tracker, Velocity & Burndown Chart

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	14	6 Days	08 OCT 2025	13 OCT 2025	14	13 OCT 2025
Sprint-2	10	6 Days	14 OCT 2025	19 OCT 2025	10	19 OCT 2025
Sprint-3	12	6 Days	20 OCT 2025	25 OCT 2025	12	25 OCT 2025
Sprint-4	8	6 Days	26 OCT 2025	31 OCT 2025	8	31 OCT 2025

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### Velocity Calculation:

Average Velocity = (Total Story Points Completed) / (Total Duration in Days)  
= (44 points / 24 days) = **1.83 points per day**

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### Burndown Chart Explanation

A **Burndown Chart** shows the amount of work left against time.

It helps the team track their progress across sprints.

In this project, the burndown chart shows steady progress and completion of tasks in each sprint, indicating effective time management and team collaboration.

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