Project Planning Phase

Project Planning Template

Date:	21-12-2025
Team ID:	
Project Name:	Automated Network Request Management in ServiceNow
Maximum Marks:	5 Marks

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

Use the below template to create product backlog and sprint schedule.

Product Backlog & Sprint Planning

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Service Portal Setup	USN-1	As a user, I can access the ServiceNow Service Portal to submit network requests	2	High	Team
Sprint-1	Service Catalog	USN-2	As a user, I can submit a network request using a catalog item	3	High	Team
Sprint-1	Form Design	USN-3	As a user, I can fill dynamic forms with mandatory fields	2	High	Team
Sprint-2	Approval Workflow	USN-4	As a manager, I can approve or reject network requests	3	High	Team
Sprint-2	Flow Automation	USN-5	As a system, tasks are auto-created after approval	3	High	Team
Sprint-2	Notifications	USN-6	As a user, I receive email notifications on request status	2	Medium	Team

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Custom Table	USN-7	As a system, request data is stored in a network database table	3	High	Team
Sprint-3	Access Control	USN-8	As an admin, I can restrict access using ACLs	2	Medium	Team
Sprint-4	Testing & UAT	USN-9	As a stakeholder, I can verify end-to-end request lifecycle	2	High	Team
Sprint-4	Deployment	USN-10	As an admin, I can deploy the solution to production	2	High	Team

Project Tracker, Velocity & Burndown Chart (4 Marks)

Velocity

Velocity represents the average number of story points completed by the team in a sprint.
In this project, the team completed **10 story points per sprint** over a **6-day sprint duration**, resulting in a consistent and predictable delivery rate.
This steady velocity helped in accurate sprint planning and on-time completion of project milestones.

Burndown Chart

A burndown chart visually represents the remaining work versus time during a sprint.
For the Automated Network Request Management project, the burndown chart demonstrated a steady reduction in pending story points across each sprint, indicating effective task distribution, minimal blockers, and timely completion of user stories.

Burndown charts help in:

- Tracking sprint progress

- Identifying delays early

- Ensuring sprint goals are met