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

Date	27th January 2026
Team ID	LTVIP2026TMIDS36015
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

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

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Management	USN-1	As an admin, I can create test users for simulation.	2	High	Nagothi Chandra Kiran
Sprint-1	Incident Assignment	USN-2	As an admin, I can assign a test user (e.g., Kiran) to an incident.	2	High	Kammela. Divya Jyothi
Sprint-2	Business Rule Creation	USN-3	As a system admin, I want to create a Business Rule that blocks deletion of assigned users.	4	High	Kondeti Teja
Sprint-2	Testing	USN-4	As a tester, I should verify that deletion is blocked for assigned users.	3	High	Kantamneni Hithesh
Sprint-2	Login	USN-5	As a tester, I should verify that unassigned users can be deleted successfully.	2	Medium	Kammela. Divya Jyothi
Sprint-3	Documentation	USN-6	As a developer, I want to document the architecture and planning phases for submission.	3	Medium	Kondeti Teja

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	20	3 Days	27 January 2026	01 February 2026	20	27 January 2026
Sprint-2	20	3 Days	01 February 2026	04 February 2026	20	04 February 2026
Sprint-3	20	3 Days	05 February 2026	09 February 2026	19	09 February 2026
Sprint-4	20	6 Days	10 February 2026	16 February 2026	20	16 February 2026

Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 30 points over 17 days → **Velocity = 1.78 points/day**

Burndown Chart:

Project Burndown Chart: Streamlining Ticket Assignment