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

Date	30 June 2025
Team ID	LTVIP2025TMID30156
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
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	Student Support System Setup	USN-1	As a student, I can submit a support request via a ServiceNow form	2	High	Tharun
Sprint-1	Student Support System Setup	USN-2	As an admin, I can configure categories in the Knowledge Base	3	High	Navya

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Student Support System Setup	USN-3	As an agent, I can assign tickets to the appropriate department	3	Low	Govind
Sprint-2	SIS Integration	USN-4	As a system, I can fetch student data from SIS via API for auto-population	5	Medium	Navya
Sprint	**Functional Requirement (Epic)**	**User Story Number**	**User Story / Task**	**Story Points**	**Priority**	**Team Members**
Sprint-2	Workflow Automation	USN-5	As a support system, I can auto-assign tickets based on issue type	5	High	Tharun
Sprint-2	Notification System	USN-6	As a student, I will receive an email confirmation when I raise a support request	2	Medium	Navya
Sprint-2	Service Catalog	USN-7	As a student, I can access and request available IT/academic services via catalog	3	Medium	Govind
Sprint-1	Dashboard & Reporting	USN-8	As an admin, I can view real-time dashboards of open and resolved tickets	2	Medium	Tharun

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	6 Days	6 June 2025	11 June 2025	20	12 June 2025
Sprint-2	20	6 Days	12 June 2025	17 June 2025	18	18 June 2025
Sprint-3	20	6 Days	18 June 2025	23 June 2025	15	24 June 2025

Sprint-4	20	6 Days	25 June 2025	30 June 2025	16	30 June 2025(expected)

Velocity:

Velocity = Total Story Points Completed / Number of

Sprints   = (20 + 18 + 15 + 16) / 4 = **69 / 4 = 17.25** ➡

Team Velocity = ~17.25 Story Points per Sprint

Burndown Chart:

A burndown chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.