**Project Planning Phase**

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

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| --- | --- |
| 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-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](https://www.visual-paradigm.com/scrum/what-is-agile-software-development/) methodologies such as [Scrum](https://www.visual-paradigm.com/scrum/scrum-in-3-minutes/). However, burn down charts can be applied to any project containing measurable progress over time.