

Project Planning Phase

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

Date	24 June 2025
Team ID	LTVIP2025TMID20421
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Mentor Name	Dr Shaik Salma Begum
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	ServiceNow Setup	USN-1	As a developer, I can set up a Personal Developer Instance to begin development.	2	High	Member 1
Sprint-1	Update Set Creation	USN-2	As a developer, I can create and activate an update set to track configuration changes.	1	High	Member 1
Sprint-1	Table Creation	USN-3	As a developer, I can create the "Operations related" table with required fields and form layout.	3	High	Member 1
Sprint-2	User Creation	USN-4	As a developer, I can create users and assign basic profile details.	2	High	Member 2
Sprint-2	Group & Role Creation	USN-5	As a developer, I can create groups and roles for certificate and platform management.	2	High	Member 2
Sprint-2	Assign Users & Roles to Groups	USN-6	As a developer, I can assign users to groups and roles for proper access management.	3	High	Member 2
Sprint-3	Table Role Assignment	USN-7	As a developer, I can assign platform and certificate roles to the "Operations related" table for read/write access.	3	High	Member 3

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	ACL Creation	USN-8	As a developer, I can create ACLs for read, write, create, and delete operations on the table.	3	High	Member 3
Sprint-4	Flow: Certificate Issue Routing	USN-9	As a developer, I can build a flow to assign "Regarding Certificate" issues to the Certificates group.	3	High	Member 4
Sprint-4	Flow: Platform Issue Routing	USN-10	As a developer, I can build a flow to assign "Platform" related issues (login, 404, expired) to the Platform group.	5	High	Member 4