

Planning Logic- Streamlining Ticket Assignment For Efficient Support Operations

Key Agile Terminology:

- **Sprint:** A fixed time-boxed period (1 day per sprint here) to complete specific tasks.
- **Epic:** A large goal or functionality broken into multiple stories.
- **Story:** A small, manageable task contributing to the Epic.
- **Story Point:** An effort estimate (based on Fibonacci series):
 - 1 – Very Easy
 - 2 – Easy
 - 3 – Moderate
 - 5 – Difficult

Sprint Plan — *Streamlining Ticket Assignment Using ServiceNow*

Sprint 1 (1 Day)

Epic: Instance Setup & Basic Table Configuration

Story ID	Task Description	Story Points
USN-1	Set up Personal Developer Instance	2 (Easy)
USN-2	Create and activate update set	1 (Very Easy)
USN-3	Create Operations-related table + choice field	3 (Moderate)

Total Sprint 1 Story Points: 6

Sprint 2 (1 Day)

Epic: User, Group, and Role Configuration

Story ID	Task Description	Story Points
USN-4	Create users	2 (Easy)
USN-5	Create groups	2 (Easy)

Story ID	Task Description	Story Points
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USN-6	Create roles	2 (Easy)
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USN-7	Assign roles & users to groups	3 (Moderate)
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Total Sprint 2 Story Points: 9

Sprint 3 (1 Day)

Epic: Access Control Configuration

Story ID	Task Description	Story Points
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USN-8	Assign roles to table permissions	3 (Moderate)
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USN-9	Create ACL for table & fields	3 (Moderate)
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Total Sprint 3 Story Points: 6

Sprint 4 (1 Day)

Epic: Flow Designer Automation

Story ID	Task Description	Story Points
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USN-10	Create flow for "Regarding Certificate" issue	3 (Moderate)
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USN-11	Create flow for platform-related issues	5 (Difficult)
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Total Sprint 4 Story Points: 8

Velocity Calculation

Metric	Value
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Total Story Points Completed	$6 + 9 + 6 + 8 = 29$
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Number of Sprints	4
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Velocity	$29 / 4 = 7.25$ story points per sprint
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