**Project Planning Phase**

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

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| 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-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 |