

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

Date	21 FEB 2026
Team ID	LTVIP2026TMIDS25010
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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	User Management	USN-1	As an admin, I can create test users for simulation.	2	High	V YUVARAJ
Sprint-1	Incident Assignment	USN-2	As an admin, I can assign a test user (e.g., Kiran) to an incident.	2	High	Y S V N DINESH
Sprint-2	Business Rule Creation	USN-3	As a system admin, I want to create a Business Rule that blocks deletion of assigned users.	4	High	Y ANAND BABU
Sprint-2	Testing	USN-4	As a tester, I should verify that deletion is blocked for assigned users.	3	High	V YUVARAJ
Sprint-2	Login	USN-5	As a tester, I should verify that unassigned users can be deleted successfully.	2	Medium	Y S V N DINESH
Sprint-3	Documentation	USN-6	As a developer, I want to document the architecture and planning phases for submission.	3	Medium	Y ANAND BABU

**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	08 JAN 2026	13 JAN 2026	20	10 JAN 2026
Sprint-2	20	6 Days	14 JAN 2026	19 FEB 2026	20	17 JAN 2026
Sprint-3	20	6 Days	20 JAN 2026	25 October 2026	19	22 JAN 20256
Sprint-4	20	6 Days	26 JAN 2026	31 JAN 2026	20	31 JAN 2026

## Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 16 points over 9 days → **Velocity = 1.78 points/day**

**Burndown Chart:**

