

Project Planning Phase

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

Date: 02 November 2025

Team ID: NM2025TMID00814

Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 5 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
User Management	US-01	As an admin, I want to create and manage users so that each team member can have a unique account in ServiceNow.	5	High	Adchaya J
Group Management	US-02	As an admin, I want to create groups to organize users based on their roles and responsibilities.	4	High	Afrah Riyas
Role Management	US-03	As an admin, I want to create roles and define access permissions for each role to ensure proper data control.	5	High	Akishma S
Assign Users to Groups and Roles	US-04	As an admin, I want to assign users to specific groups and roles so they can perform authorized tasks.	3	High	Adchaya J, Akishma S
Application Access Configuration	US-05	As a developer, I want to configure application access so only users with proper roles can access the module.	4	High	Akishma S
Access Control List (ACL) Setup	US-06	As an admin, I want to create ACLs for task and project tables to manage read/write/edit permissions.	6	High	Afrah Riyas
Workflow / Flow Automation	US-07	As a system designer, I want to build an automated flow using Flow Designer to update task status and send approvals.	7	High	Adchaya J

Sprint Schedule and Estimation:

Sprint No.	Duration	Covered User Stories	Total Story Points	Sprint Goal
Sprint 1	Day 1	US-01, US-02	9	Implement basic user and group management.
Sprint 2	Day 2	US-03, US-04	8	Define roles and assign users to their roles and groups.
Sprint 3	Day 4	US-05, US-06	10	Configure application access and ACL for data security.
Sprint 4	Day 6	US-07	7	Implement and test automated workflows using Flow Designer.

Project Tracker Table:

Sprint No.	Duration	Total Story Points	Sprint start date	Sprint end date(Planned)	Story Points Completed (as on Planned End Date)	Sprint start date
Sprint 1	Day 1	9	24-Oct-2025	24-Oct-2025	9	24-Oct-2025
Sprint 2	Day 2	8	25-Oct-2025	25-Oct-2025	8	25-Oct-2025
Sprint 3	Day 4	10	27-Oct-2025	27-Oct-2025	9	27-Oct-2025
Sprint 4	Day 6	7	31-Oct-2025	31-Oct-2025	7	31-Oct-2025

Sprint Velocity Summary:

Sprint No.	Story points planned	Story points completed	Velocity
Sprint 1	9	9	100%
Sprint 2	8	8	100%
Sprint 3	10	9	90%
Sprint 4	7	7	100%

Average Team Velocity:

$$(9 + 8 + 9 + 7) \div 4 =$$

$$8.25 \text{ Story Points per Sprint} \quad (9+8+9+7)\div4=8.25 \text{ Story Points per Sprint}$$

Burndown Chart:

