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

Date	27 OCT 2025
Team ID	NM2025TMID01174
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	5 Marks

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

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Management	USN-1	A short, descriptive name of the story or task.	2	High	B. Akila
Sprint-1	Incident Assignment	USN-2	"As a [role], I want [goal] so that [benefit]."	2	High	K. Vaidhegi
Sprint-2	Business Rule Creation	USN-3	Define the conditions that must be met for the story to be complete.	4	High	K. Arulmozhi
Sprint-2	Testing	USN-4	Specific tasks to implement or complete this story.	3	High	V. Sumithira
Sprint-2	Login	USN-5	Define importance (High / Medium / Low).	2	Medium	B. Akila
Sprint-3	Documentation	USN-6	Identify related systems or prerequisites. What success looks like once completed.	3	Medium	K. Vaidhegi

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	31 Sep 2025	05 Oct 2025	20	05 Oct 2025
Sprint-2	20	6 Days	05 Oct 2025	11 Oct 2025	20	11 Oct 2025
Sprint-3	20	6 Days	12 Oct 2025	18 Oct 2025	19	18 Oct 2025
Sprint-4	20	6 Days	19 Oct 2025	25 Oct 2025	20	25 Oct 2025

Velocity

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

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

Burndown Chart:

AA Burndown Chart for an *Educational Organisation Using ServiceNow* visually represents the progress of project tasks over time, helping track how much work remains against the total planned workload. In this context, the chart monitors the implementation of ServiceNow modules such as IT Service Management (ITSM), Human Resource Service Delivery (HRSD), and the Student Service Portal.

For example, during a two-week sprint with a total of 100 story points, the team begins with all work pending on Day 1 and aims to complete it by Day 10. The **ideal line** on the chart shows steady progress — decreasing evenly from 100 to 0 story points by the end of the sprint. The **actual line** shows real performance; it may start above the ideal line due to initial setup delays or technical issues but gradually aligns as the team catches up. In this case, the team initially faced delays while configuring workflows and resolving automation issues but recovered by Day 8, completing all planned tasks on schedule.

https://www.visual-paradigm.com/scrum/scrum-burndown-chart/

https://www.atlassian.com/agile/tutorials/burndown-charts

Reference:
https://www.atlassian.com/agile/project-management

https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software

https://www.atlassian.com/agile/tutorials/epic s

https://www.atlassian.com/agile/tutorials/sprint s

https://www.atlassian.com/agile/project-management/estimation

https://www.atlassian.com/agile/tutorials/burndown-charts