Agile Sprint Planning – Service Desk for Customer Complaint Resolution

Planning Logic:

- **Sprint**: A fixed period (e.g., 5 days) where the team works to complete a defined set of tasks.

- **Epic**: A large task or feature too complex for a single sprint. It is divided into smaller, manageable parts.

- **Story**: A unit of work derived from an epic; it is small enough to be completed in a single sprint.

- **Story Point**: A unit of effort estimated for each story (commonly using the Fibonacci series):

Story Point	Complexity
1	Very Easy
2	Easy
3	Moderate
5	Difficult

Sprint 1 – Duration: 5 Days

Epic: Data Collection and Preprocessing

Story	Story Points
Collection of Data	2
Loading Data	1
Handling Missing Values	3
Handling Categorical Values	2

Total Story Points: 8

Sprint 2 – Duration: 5 Days

Epic: Model Building and Deployment

Story	Story Points
Model Building	5
Testing Model	3
Working HTML Pages	3
Flask Deployment	5

Total Story Points: 16

Velocity Calculation

- Total Story Points = Sprint 1 (8) + Sprint 2 (16) = 24

- Number of Sprints = 2

- Velocity = Total Story Points / Number of Sprints = 24 / 2 = 12 Story Points/Sprint

Team's Velocity:

- 12 Story Points per Sprint