

Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Velocity	16 Story Points per Sprint

A **Sprint** fixed period or duration in which a team works to complete a set of tasks

An **Epic** is a **big task or project** that is too large to complete in one sprint. It is broken down into **smaller tasks (stories)** that can be completed over multiple sprints.

A **Story** is a small task . It is part of an **Epic**.

A **Story Point** is a number that represents how much effort a story takes to complete. (usually in form of Fibonacci series)

- 1- Very Easy task
- 2- Normal task
- 3- Moderate task
- 5- Difficult task

Storypoint -5 (1,2,3,5)

Sprint 1: Foundation & Backend Development

Focus: Setting up the environment, database schemas, and core authentication

- Epic 1: Project Setup & Configuration
 - (USN1) Create frontend/backend directories and install libraries: **2 Points**
 - (USN2) Configure MongoDB connection in config/db.js: **1 Point**
- Epic 2: Database Development
 - (USN3) Implement User and Complaint Schemas: **3 Points**
 - (USN4) Implement Assigned Complaint and Message Schemas: **3 Points**
 - (USN5) Handling Data Inconsistency & Validation: **3 Points**

Total Story Points in Sprint 1 = 12

Sprint 2: Frontend Integration & Real-Time Features

Focus: Building the UI and enabling real-time interaction between users and agents.

- Epic 3: Frontend UI Design
 - (USN6) Develop Landing and Registration Pages: **2 Points**
 - (USN7) Create User and Agent Dashboards: **2 Points**
 - (USN8) Build Complaint Status Tracking UI: **2 Points**
 - (USN9) Implement Admin Overview Map/List: **4 Points**
- Epic 4: Communication Features
 - (USN10) Developing Real-time Chat Window (Socket.io): **5 Points**

- Epic 5: Final Implementation & Testing
 - (USN11) Full system verification and bug fixing: **5 Points**

Total Story Points in Sprint 2 = 20

Velocity Calculation

Based on the effort required for these tasks, we can determine the team's capacity for future development.

- **Total Story Points:** $12 \text{ (Sprint 1)} + 20 \text{ (Sprint 2)} = 32\$$
- **Number of Sprints:** $2\$$
- **Velocity Formula:** $\frac{\text{Total Story Points Completed}}{\text{Number of Sprints}}$
- **Calculation:** $32 / 2 = 16\$$

Result: Your team's velocity is **16 Story Points per Sprint**. This means for any future enhancements (like adding AI-based routing), you should plan approximately 16 points worth of work for each new sprint period.