

Project Planning Phase

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

Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
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
Sprint-1	Registration	USN-1	As a user, I can register by entering my email, password, name, and phone.	2	High
Sprint-1	Registration	USN-2	As a user, I will receive a confirmation email once I have registered.	1	High
Sprint-1	Registration	USN-4	As a user, I can register for the application through Gmail.	2	Medium
Sprint-1	Login	USN-5	As a user, I can log into the application by entering my email & password.	1	High
Sprint-2	Complaint Submission	USN-6	As an ordinary user, I can submit a complaint with description, address, and attachments.	3	High
Sprint-2	Admin Dashboard	USN-7	As an admin, I can monitor all complaints and assign them to specific agents	5	High
Sprint-3	Agent Dashboard	USN-8	As an agent, I can view assigned complaints and update their resolution status	3	High
Sprint-3	Real-Time Chat	USN-9	As a user/agent, I can communicate via a built-in messaging window for specific complaints.	5	Medium

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed
Sprint-1	6	6 Days	02 Feb 2026	07 Feb 2026	6
Sprint-2	8	6 Days	09 Feb 2026	14 Feb 2026	8
Sprint-3	8	6 Days	16 Feb 2026	21 Feb 2026	8

Velocity Calculations

Using the velocity formulas provided in the project guidance :

1. Average Velocity (AV) Calculation:

If we assume a standard 6-day sprint duration as used in our tracker above and our total completed points:

- **Total Points Completed:** \$22\$ (Sum of Sprints 1, 2, and 3)
- **Total Duration:** \$18\$ Days
- $AV = \frac{\text{Total Story Points}}{\text{Total Duration}} = \frac{22}{18} \approx 1.22 \text{ points per day}$

2. Points Per Sprint:

- **Total Story Points:** \$22\$
- **Number of Sprints:** \$3\$
- $\text{Velocity} = \frac{22}{3} \approx 7.33 \text{ points per sprint}$

Burndown Chart:

A burndown chart will be used to visualize the remaining work for the "Complaint Registration" project. It will plot the initial total of 22 Story Points on the y-axis against the 18-day development timeline on the x-axis to ensure the project remains on schedule for resolution

<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/epics>

<https://www.atlassian.com/agile/tutorials/sprints>

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

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