

## Project Planning Phase

## Project Planning

|               |   |
|---------------|---|
| Date          | 15 February 2026  |
| Team ID       | LTVIP2026TMIDS89549   |
| Project Name  | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 5 Marks   |

## Product Backlog, Sprint Schedule, and Es ma on (4 Marks)

| Sprint  | Functional Requirement (Epic)            | User Story Number | User Story / Task  | Story Points | Priority | Team Members           |
|---------|--|-------------------|--|--------------|----------|------------------------|
| Sprint1 | Initial Setup & User/Group Configuration | USN-1             | As a ServiceNow admin, I can create and configure necessary Assignment Groups and users (e.g., test agents) to support new assignment logic. | 3            | High     | Dharavathu Krishnaveni |

|         |                            |       |  |   |      |                        |
|---------|----------------------------|-------|--|---|------|------------------------|
| Sprint1 |                            | USN-2 | As a ServiceNow admin, I can activate and configure the Assignment Lookup Rules to enable auto-assignment based on ticket criteria (e.g., Category, Subcategory).                    | 5 | High | Dharavathu Krishnaveni |
| Sprint2 | Automated Assignment Logic | USN-3 | As a ServiceNow developer, I want to create a Business Rule to implement a custom round-robin assignment logic for specific low-priority Incidents to ensure fair load distribution. | 8 | High | Routhu Charan Sai      |
| Sprint2 |                            | USN-4 | As a tester, I should verify that tickets matching the low-priority criteria are assigned to agents using the new round-robin method.  | 3 | High | Routhu Charan Sai      |
| Sprint3 | Testing & Validation       | USN-5 | As an admin, I should confirm that High priority and Major Incidents are still assigned immediately to the correct tier-3 groups, bypassing round-robin logic.                       | 2 | High | Polupalli Gopi Chand   |

|         |                         |       |   |   |      |                            |
|---------|-------------------------|-------|---|---|------|----------------------------|
| Sprint4 | Documenta on & Handover | USN-6 | As a developer, I want to document all custom scripts, business rules, and configuration changes for production handover.                     | 3 | High | Valavala Venkata Narasimha |
| Sprint4 |                         | USN-7 | As a system admin, I want a final validation report showing the Mean Time to Resolution (MTTR) and assignment me for a sample set of tickets. | 2 | High | Valavala Venkata Narasimha |

Project Tracker, Velocity & Burndown Chart (4 Marks)

| Sprint  | Total Story Points (Planned) | Duration (Days) | Sprint Start Date | Sprint End Date (Planned) | Story Points Completed (Actual) | Sprint Release Date (Actual) |
|---------|------------------------------|-----------------|-------------------|---------------------------|---------------------------------|------------------------------|
| Sprint1 | 7                            | 6 Days          | 9 February 2026   | 14 February 2026          | 6                               | 9 February 2026              |
| Sprint2 | 7                            | 6 Days          | 10 February 2026  | 15 February 2026          | 6                               | 10 February 2026             |
| Sprint3 | 6                            | 5 Days          | 11 February 2026  | 15 February 2026          | 5                               | 11 February 2026             |
| Sprint4 | 6                            | 5 Days          | 11 February 2026  | 15 February 2026          | 5                               | 11 February 2026             |

### **Velocity Calculation :**

- Total Story Points Completed:  $7 + 7 + 6 + 6 = 26$  points
- Total Duration (Days):  $6 + 6 + 5 + 5 = 22$  days
- Average Velocity (points/day):  $26 / 22 \approx 1.18$  points/day

### **Project Burndown Chart**

The Burndown Chart below visually tracks the remaining Story Points against the Ideal Burndown line for the project.

## Project Burndown Chart: Streamlining Ticket Assignment in ServiceNow

