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	Func onal Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint1	Ini al Setup & User/Group Configura on	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 ac vate and configure the Assignment Lookup Rules to enable auto-assignment based on cket 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 lowpriority Incidents to ensure fair load distribu on.	8	High	Routhu Charan Sai

Sprint2		USN-4	As a tester, I should verify that ckets matching the low-priority criteria are assigned to agents using the new round-robin method.	3	High	Routhu Charan Sai
Sprint3	Tes ng & Valida on	USN-5	As an admin, I should confirm that High priority and Major Incidents are s ll assigned immediately to the correct er-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 configura on changes for produc on handover.	3	High	Valavala Venkata Narasimha
Sprint4		USN-7	As a system admin, I want a final valida on report showing the before and a er Mean Time to Resolu on (MTTR) and assignment me for a sample set of ckets.	2	High	Valavala Venkata Narasimha

Project Tracker, Velocity & Burndown Chart (4 Marks)

Sprint	Total Story Points (Planned)	Dura on (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 Dura on (Days): 6 + 6 + 5 + 5 = 22 days
• Average Velocity (points/day): 26 / 22 ≈ 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.