

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 Estimation (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
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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 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 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 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 ServiceN

