

## Project Planning Phase

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

Date	01 November 2025
Team ID	NM2025TMID02349
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
Sprint-1	User Management	USN-1	As an admin, I can create test users for simulation.	2	High	Dhanush
Sprint-1	Incident Assignment	USN-2	As an admin, I can assign a test user (e.g., Kiran) to an incident.	2	High	Sanjai Thilak
Sprint-2	Business Rule Creation	USN-3	As a system admin, I want to create a Business Rule that blocks deletion of assigned users.	4	High	Gayathri
Sprint-2	Testing	USN-4	As a tester, I should verify that deletion is blocked for assigned users.	3	High	Saranya Devi
Sprint-2	Login	USN-5	As a tester, I should verify that unassigned users can be deleted successfully.	2	Medium	Dhanush
Sprint-3	Documentation	USN-6	As a developer, I want to document the architecture and planning phases for submission.	3	Medium	Saranya Devi

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

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	3 October 2025	10 October 2025	20	10 October 2025
Sprint-2	20	6 Days	10 October 2025	17 October 2025	20	17 October 2025
Sprint-3	20	6 Days	17 October 2025	24 October 2025	19	24 October 2025
Sprint-4	20	6 Days	24 October 2025	31 October 2025	20	31 October 2025

## Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 16 points over 9 days → **Velocity = 1.78 points/day**

### Burndown Chart:

