

Project Planning Phase

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

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|---------------|---|
| 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:

