

Project Planning Phase

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

Date	12 February 2026
Team ID	LTVIP2026TMIDS79197
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Product Backlog, Sprint Schedule, and Estimation:

Sprint	Functional Requirement (Epic)	User Story No	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Management	USN-1	As a user, I can register into the system using email & password	2	High	Dev-1, Dev-2
Sprint-1	User Management	USN-2	As a user, I can login securely into the system	1	High	Dev-1
Sprint-1	Ticket Creation	USN-3	As a user, I can create a support ticket with issue details	3	High	Dev-2
Sprint-2	Ticket Management	USN-4	As a user, I can view my submitted tickets	2	High	Dev-1
Sprint-2	Ticket Classification	USN-5	As a system, I auto-classify tickets by category & priority	5	High	Dev-2, Dev-3
Sprint-2	Auto Assignment	USN-6	As a system, I assign tickets to the correct team automatically	5	High	Dev-3
Sprint-3	Notifications	USN-7	As a user, I receive notification when ticket status changes	2	Medium	Dev-1
Sprint-3	Dashboard	USN-8	As an admin, I can see all tickets in a dashboard	3	High	Dev-2
Sprint-3	Analytics	USN-9	As an admin, I can view reports on ticket volume & resolution	3	Medium	Dev-3
Sprint-4	Security	USN-10	As a system, I secure user and ticket data	3	High	Dev-1
Sprint-4	Feedback	USN-11	As a user, I can give feedback after ticket resolution	1	Low	Dev-2

Project Tracker, Velocity & Burndown Chart:

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint-1	20	3 Days	10 Feb 2026	12 Feb 2026	20	12 Feb 2026
Sprint-2	20	3 Days	13 Feb 2026	15 Feb 2026	18	15 Feb 2026
Sprint-3	20	3 Days	16 Feb 2026	18 Feb 2026	20	18 Feb 2026
Sprint-4	20	2 Days	19 Feb 2026	20 Feb 2026	19	20 Feb 2026

Velocity:

$$AV = \text{Sprint Duration} / \text{Velocity} = 20/19 = 1$$

Burndown Chart:

