**Project Planning Phase**

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

| | |
|---|---|
| Date | 2 November 2025 |
| Team ID | NM2025TMID00329 |
| 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 & Group Management | USN-1 | As an admin, I can create and manage users and groups in ServiceNow. | 4 | High | Ginogains G |
| Sprint – 1 | Role Assignment | USN-2 | As an admin, I can assign roles to users and groups for access control. | 4 | High | Joshva R |
| Sprint – 2 | Table Configuration | USN-3 | As a system developer, I can create the *Operations Related* table and define its columns. | 2 | High | Jai Ganesh |
| Sprint – 2 | Flow Design | USN-4 | As a system user, I can configure Flow Designer to route tickets automatically. | 3 | High | Ginogains G |
| Sprint – 3 | ACL and Role Verification | USN-5 | As a security admin, I can restrict access using ACL and | 2 | Medium | John Jebas Arputharaja |

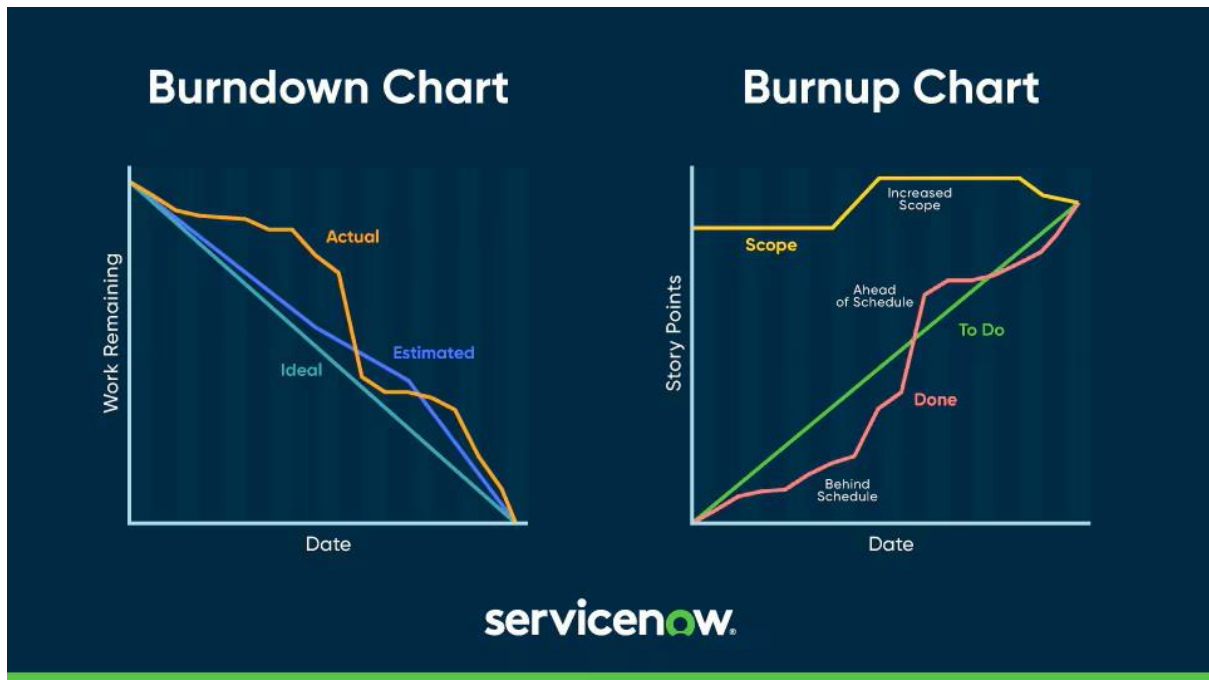| | | | verify role permissions. | | | |
|---|---|---|---|---|---|---|
| Sprint – 3 | Flow Testing | USN-6 | As a tester, I can validate automatic ticket assignments to the correct group. | 3 | Medium | Joshva R |

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

| Sprint | Total Story Points | Duration | Sprint Start Date | Sprint End Date (Planned) | Story Points Completed | Sprint Release Date (Actual) |
|---|---|---|---|---|---|---|
| Sprint - 1 | 15 | 5 Days | 28 October 2025 | 1 November 2025 | 15 | 1 November 2025 |
| Sprint - 2 | 18 | 6 Days | 2 November 2025 | 7 November 2025 | 18 | 7 November 2025 |
| Sprint - 3 | 16 | 5 Days | 8 November 2025 | 12 November 2025 | 16 | 12 November 2025 |
| Sprint - 4 | 15 | 5 Days | 13 November 2025 | 17 November 2025 | 15 | 17 November 2025 |

**Velocity:**

$$\text{Average Velocity} = \frac{\text{Total Story Points Completed}}{\text{Total Duration in Days}}$$

Total: 64 Story Points completed over 21 days
→ Velocity = 3.04 Story Points per Day

## Summary

The project followed an Agile Scrum methodology to ensure iterative progress and continuous improvement. Each sprint was focused on achieving a key functionality — from user and group setup to flow automation, access control, and testing.

By planning sprints with defined user stories and priorities, the team maintained steady progress, completing all major deliverables on time. The measured velocity confirmed consistent team performance, demonstrating a well-balanced and achievable project timeline.

The sprint model provided clarity, task ownership, and adaptability, ensuring that the automation of ticket assignment was completed efficiently and effectively using ServiceNow Flow Designer.