

## Project Planning Phase

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

Date	02 November 2025
Team ID	NM2025TMID03045
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW

#### Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Student Support System Setup	USN-1	As a student, I can submit a support request via a ServiceNow form	2	High	Harish L M
Sprint-1	Student Support System Setup	USN-2	As an admin, I can configure categories in the Knowledge Base	3	High	Austin Ebinesh

Sprint-1	Student Support System Setup	USN-3	As an agent, I can assign tickets to the appropriate department		3	Low	Aswinth S	
Sprint-2	SIS Integration	USN-4	As a system, I can fetch student data from SIS via API for auto-population		5	Medium	Ganasyam R S	
Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task			Story Points	Priority	Team Members
Sprint-2	Workflow Automation	USN-5	As a support system, I can auto-assign tickets based on issue type			5	High	Harish L M
Sprint-2	Notification System	USN-6	As a student, I will receive an email confirmation when I raise a support request			2	Medium	Austin Ebinesh
Sprint-2	Service Catalog	USN-7	As a student, I can access and request available IT/academic services via catalog			3	Medium	Aswinth S
Sprint-1	Dashboard & Reporting	USN-8	As an admin, I can view real-time dashboards of open and resolved tickets			2	Medium	Ganasyam R S

#### 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	24 Oct 2022	29 Oct 2022	20	29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	18	06 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	15	13 Nov 2022

Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022 213 Nov 2022	16	13 Nov 2022(expected)

### Velocity:

Velocity = Total Story Points Completed / Number of Sprints

$$= (20 + 18 + 15 + 16) / 4 = 69 / 4 = 17.25 \rightarrow \text{Team}$$

**Velocity = ~17.25 Story Points per Sprint Burndown**

### Chart:

A burndown chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.

Reference [https://dev340899.servicenow.com/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3Dbb66abc0c3c5321041687405e40131c2](https://dev340899.servicenow.com/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Dbb66abc0c3c5321041687405e40131c2)