Project Planning Phase

Date	4 November 2025
Team ID	F70F258581C0B9EB7CA4B198A7C73807
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

A Sprint is a fixed period or duration in which a team works to complete a set of tasks.

An Epic is a big task or project that is too large to complete in one sprint. It is broken down into smaller tasks (stories) that can be completed over multiple sprints.

A Story is a small task. It is part of an Epic.

A Story Point is a number that represents how much effort a story takes to complete, usually in the form of the Fibonacci series.

Sprint 1: (3 Days)

Day	Work
Day 1	Create New Users, Create Support Groups
Day 2	Assign Users to Groups, Assign Roles to Groups
Day 3	Create Operations Related Table, Add Issue Field Choices

Sprint 2: (3 Days)

Day	Work
Day 1	Create ACLs for Table and Fields, Assign Required Roles
Day 2	Create Flow for Certificates, Create Flow for Platform
Day 3	Test and Activate Flows

Total Story Points

Sprint 1 = 12

Sprint 2 = 10

Total Story Points = 12 + 10 = 22

Velocity = Total Story Points Completed / Number of Sprints

Velocity = 22 / 2 = 11 (Story Points per Sprint)