Project Planning Phase

Date	01 sep 2025
Team ID	82BBF71C4EF3D1AB8CB429CBE0F107A6
Project Name	StreamliningTicketAssignmentforEfficientSupport Operations
Maximum Marks	5 Marks

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

AnEpicisabigtaskorprojectthatistoolargetocompleteinonesprint.Itisbrokendownintosmaller tasks (stories) that can be completed over multiple sprints.

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

AStoryPointisanumberthatrepresentshowmucheffortastorytakestocomplete,usuallyintheform ofthe Fibonacciseries.

Sprint 1: (3 Days)

Day	Work
Day1	CreateNewUsers,CreateSupport Groups
Day2	AssignUserstoGroups,AssignRolesto Groups
Day3	CreateOperationsRelatedTable,Add Issue Field Choices

Sprint 2: (3 Days)

Day	Work
Day1	CreateACLsforTableandFields,Assign Required Roles
Day2	CreateFlowforCertificates, Create Flow for Platform
Day3	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)