

Project Planning Phase

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

Field	Value
Date	13 NOVEMBER 2025
Team ID	NM2025TMID04098
Project Name	Educational Organization using ServiceNow
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	Student Onboarding & Self-Service Portal	USN-1	"As a student, I can access a self-service portal to raise requests for transcripts or student ID cards."	2	High	(Your Name)
Sprint-1	Faculty and Staff Support	USN-2	"As a faculty member , I can submit an IT request for a classroom technology issue"	3	High	(Teammate -1)

			(e.g., projector malfunction)."			
Sprint-2	Course and Program Management	USN-3	"As an admin , I want to implement a workflow for new course approval by the department head and dean."	4	High	(Teammate -2)
Sprint-2	Automated Notifications	USN-4	"As a student , I should receive automated notifications when my transcript request status changes."	3	Medium	(Teammate -3)
Sprint-3	Service Catalog and Knowledge Base	USN-5	"As a student , I need a Service Catalog to easily find and request all available university services."	4	High	(Teammate -4)
Sprint-3	Testing & Validation	USN-6	"As a tester , I should verify that the automated course approval workflow routes correctly to all stakeholders."	3	Medium	(Your Name)

Sprint-4	Documentation & Final Deployment	USN-7	"As a developer, I want to document the entire service request fulfillment process and finalize deployment."	2	Medium	(Teammate -2)
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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	20	6 Days	01 Nov 2025	06 Nov 2025	20	06 Nov 2025
Sprint-2	20	6 Days	07 Nov 2025	13 Nov 2025	20	13 Nov 2025
Sprint-3	20	6 Days	14 Nov 2025	20 Nov 2025	19	20 Nov 2025
Sprint-4	20	6 Days	21 Nov 2025	27 Nov 2025	20	27 Nov 2025

Velocity Calculation

- **Total:** 79 Points over 24 Days
- **Average Velocity** = Total Duration in Days / Total Story Points Completed
- **Velocity** $\approx 3.29 \text{ points/day}$

Burndown Chart Explanation

A Burndown Chart visually shows how much work remains versus time. It helps track sprint progress, identify delays, and forecast completion speed.