

Project Planning Phase

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

Date	2 NOVEMBER 2025
Team ID	NM2025TMID05410
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 Member
Sprint-1	User Creation	USN-1	As an admin, I can create users with correct details to manage ticket assignments.	3	High	Lava Krishna A M
Sprint-1	Creation of Groups and Roles	USN-2	As an admin, I can create groups and roles to organize users and define access levels.	3	High	Neshwin R A
Sprint-2	Table Creation	USN-3	As an admin, I can create the Ticket Management table with required fields and data types.	3	High	Kogulmani N S
Sprint-2	Role Assignment	USN-4	As a system admin, I can assign roles to users and groups to ensure proper permissions.	3	High	Mohamed Fazil M
Sprint-3	ACL Configuration	USN-5	As a developer, I can configure ACLs to restrict unauthorized access and protect data.	4	Medium	Neshwin R A
Sprint-3	Flow Design	USN-6	As a developer, I can create automated ticket assignment flows for certificate and platform groups.	3	High	Mohamed Fazil M
Sprint-4	Testing & Documentation	USN-7	As a tester, I can verify ticket assignment automation and prepare final documentation.	2	Medium	Lava Krishna A M

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	1 Day	29 Oct 2025	29 Oct 2025	20	29 Oct 2025
Sprint-2	20	1 Day	30 Oct 2025	30 Oct 2025	20	30 Oct 2025
Sprint-3	20	1 Day	31 Oct 2025	31 Oct 2025	20	31 Oct 2025
Sprint-4	20	1 Day	1 Nov 2025	1 Nov 2025	20	1 Nov 2025

Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 80 points over 4 days → Velocity = 20 points/day

Burndown Chart

A burndown chart shows the remaining work (story points) versus time. It helps track sprint progress and ensures the project is completed within schedule. In this project, all story points were completed across four sprints, showing smooth progress and timely delivery.

References:

- <https://www.visual-paradigm.com/scrum/scrum-burndown-chart/>
- <https://www.atlassian.com/agile/tutorials/burndown-charts>
- <https://www.atlassian.com/agile/project-management>
- <https://www.atlassian.com/agile/tutorials/sprints>