

Project Planning Phase

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

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|---------------|---|
| Date | 02-Nov-2025 |
| Team ID | NM2025TMID02637 |
| Project Name | Optimizing User, Group, and Role Management with Access Control and Workflows |
| 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 |
|--------------------------------------|-------------------|---|--------------|----------|--------------------------|
| 1. User Management | US-01 | As an admin, I want to create and manage users so that each team member can have a unique account in ServiceNow. | 5 | High | Muhammed Fazal |
| 2. Group Management | US-02 | As an admin, I want to create groups to organize users based on their roles and responsibilities. | 4 | High | Dhyan J Prakash |
| 3. Role Management | US-03 | As an admin, I want to create roles and define access permissions for each role to ensure proper data control. | 5 | High | Vaishnav S |
| 4. Assign Users to Groups and Roles | US-04 | As an admin, I want to assign users to specific groups and roles so they can perform authorized tasks. | 3 | Medium | Arif Rahiman |
| 5. Application Access Configuration | US-05 | As a developer, I want to configure application access so only users with proper roles can access the module. | 4 | High | Dhyan J Prakash |
| 6. Access Control List (ACL) Setup | US-06 | As an admin, I want to create ACLs for task and project tables to manage read/write/edit permissions. | 6 | High | Muhammed Fazal |
| 7. Workflow / Flow Automation | US-07 | As a system designer, I want to build an automated flow using Flow Designer to update task status and send approvals. | 7 | High | Vaishnav S, Arif Rahiman |

Sprint Schedule and Estimation

| Sprint No. | Duration | Covered User Stories | Total Story Points | Sprint Goal |
|------------|----------|----------------------|--------------------|---|
| Sprint 1 | Day 1 | US-01, US-02 | 9 | Implement basic user and group management. |
| Sprint 2 | Day 2 | US-03, US-04 | 8 | Define roles and assign users to their roles and groups. |
| Sprint 3 | Day 4 | US-05, US-06 | 10 | Configure application access and ACL for data security. |
| Sprint 4 | Day 6 | US-07 | 7 | Implement and test automated workflows using Flow Designer. |

Project Tracker Table

| 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 | 9 | Day 1 | 25-Oct-2025 | 25-Oct-2025 | 9 | 25-Oct-2025 |
| Sprint 2 | 8 | Day 2 | 26-Oct-2025 | 26-Oct-2025 | 8 | 26-Oct-2025 |
| Sprint 3 | 10 | Day 4 | 28-Oct-2025 | 28-Oct-2025 | 9 | 28-Oct-2025 |
| Sprint 4 | 7 | Day 6 | 30-Oct-2025 | 30-Oct-2025 | 7 | 30-Oct-2025 |

Sprint Velocity Summary

| Sprint | Story Points Planned | Story Points Completed | Velocity (%) |
|----------|----------------------|------------------------|--------------|
| Sprint 1 | 9 | 9 | 100% |
| Sprint 2 | 8 | 8 | 100% |
| Sprint 3 | 10 | 9 | 90% |
| Sprint 4 | 7 | 7 | 100% |

Average Team Velocity:

$(9 + 8 + 9 + 7) \div 4 = 8.25$ StoryPointsperSprint

Burndown Chart

