
Scrum Process Pack

SDLC Scrum Process



Note: This article applies to Fuji. For more current information, see *Scrum Process Flow* ^[1] at <http://docs.servicenow.com>. The ServiceNow Wiki is no longer being updated. Please refer to <http://docs.servicenow.com> for the latest product documentation.

Overview

Scrum ^[2] is an iterative and incremental framework for project management mainly deployed in agile software development environments. Scrum has the following characteristics:

- A short, fixed schedule of cycles with adjustable scope, called sprints, to address rapidly changing development needs.
- A repeating sequence of events, milestones, and meetings.
- A practice of implementing and testing new requirements, called stories, to ensure some work is release-ready after each sprint.
- Commonly used roles such as product owner, scrum master, and team member.

The Scrum Process Pack is a ServiceNow plugin.

The Scrum Framework

The scrum framework contains the following processes:

- **Product Backlog:** The product owner creates and maintains a product backlog, which is a collection of user stories captured within a scrum *product*. A product represents a development target of related functionality that is composed of themes, epics, and stories. A product owner typically ranks the stories in a product backlog by order of importance.
 - **Release Backlog:** A release is a time frame in which a number of development iterations are completed. The product owner collaborates with the scrum master to determine which stories should be targeted for a release. Stories from one or more products can be targeted to a release. Typically, the decision process is based on the release timescale, the story rank within the product backlog, and the story complexity. Other criteria can be used depending on the nature of the project. The targeted stories form the release backlog. Stories in the release backlog are targeted to a release, but have not yet been associated with a sprint. Throughout the release, the release backlog shrinks as stories are moved into sprints. As this occurs, the product owner can see what remains to be completed.
 - **Sprint Backlog:** The sprint backlog is a list of stories the sprint team members have agreed to complete for a sprint. During sprint planning, the scrum master collaborates with the scrum team to decide which stories they can commit to delivering in the sprint. Typically, they commit to the top ranked stories first. The team decides what scrum tasks are necessary for each story. The product owner should be present to answer any questions.
 - **Sprints:** Team members work to complete stories in the current sprint backlog. Team progress is tracked during daily stand-up meetings in which members discuss the work completed the previous day, the planned work for the next day, and any blocking issues. The scrum master keeps the team members focused on completing the stories in the current sprint and tries to remove any impediments they face. At the end of the sprint, all the stories should
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be complete. Any incomplete stories are moved into an appropriate backlog. A review meeting at the end of the sprint, known as a *retrospective*, allows team members to discuss what went well and what did not, with the goal of improving future sprints.

- **Sprint planning:** The next sprint begins with the team importing stories from the release backlog into the sprint backlog.

How to Use These Procedures

The SDLC Scrum Process Pack provides the functionality to support multiple teams using the scrum methodology. A key benefit for an IT organization is how the scrum application uses data already held in the ServiceNow database, such as configuration items (CI) and user information. If required, scrum activities can be tied into IT Service Management processes such as Incident, Problem, and Change Management. The procedures described here are a *common practice* approach to scrum that uses all the Scrum Process Pack functionality for illustrative purposes. You might choose to implement scrum differently. These procedures describe several methods for creating records where alternatives exist, with the intent of giving you different options. To see all the common practice tasks, refer to The Scrum Process.

Activities and Artifacts

Activities

The following are typical activities of the scrum process:

- **Sprint planning:** The scrum master and team members select the stories that they can commit to deliver during a sprint.
- **Daily scrum:** The scrum master meets briefly with team members each day to discuss progress, planned work, and any impediments (known as *blockers*).
- **Sprint reviews:** At the end of the sprint, the scrum master and team members discuss the work completed and demonstrate new features.
- **Sprint retrospectives:** At the end of the sprint, the scrum master and team members discuss the work completed and demonstrate the completed work to the product owner. In addition, the team reviews the sprint and discusses ways to improve the execution of future sprints.

Artifacts

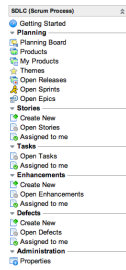
- **Velocity chart:** A chart displaying the historical performance of a team, used to better estimated the amount of work the team can deliver in a future sprint.
- **Burn down chart:** A chart generated during a sprint that provides at-a-glance reporting of ideal sprint progress against actual sprint progress over time.

Installed with the Scrum Process Pack

A number of new roles and permissions are provided with the SDLC Scrum Process Pack. For more details, see the instructions for assigning roles in Scrum.

Menus and Modules

Activating this feature adds the SDLC (Scrum Process) menu to the application navigator with the following modules.



- **Planning**
 - **Planning Board:** Track and manage backlogs. Drag-and-drop feature lets you move stories between products, releases, and sprint backlogs.
 - **Products:** View a list of all products or create a new product.
 - **My Products:** View products for which you are the product owner.
 - **Themes:** View active themes or create a new theme. A theme is a high level object or goal associated with a product. A theme could be something abstract, such as Performance Tuning, or more specific, such as a Web interface. Each product can have multiple themes. You can associate a story with a theme and view all the stories associated with a specific theme for a specific product. Themes are an optional concept.
 - **Open Releases:** View active releases or create a new release. A release contains its related products, sprints, and teams.
 - **Open Sprints:** View active sprints or create a new sprint. A sprint is associated with a single release and might contain stories, tasks and a sprint team.
 - **Open Epics:** View active epics or create a new epic. An epic is a large story that is too big to be delivered in a single sprint. Typically, a product owner breaks down epics into smaller stories. If an epic is very large, the product owner can create sub epics that use a parent/child relationship.
- **Stories**
 - **Create New:** Create a new story. A story describes a self-contained piece of work required to deliver a story. Tasks are an optional concept, and you might not need the level of detail or effort that they require.
 - **Open Stories:** View active stories or create a new story.
 - **Assigned to me:** View all stories you are working on.
- **Tasks**
 - **Open Tasks:** View all active tasks or create a new task. A task describes a discrete amount of work for a story.
 - **Assigned to me:** View all tasks you are working on.
- **Enhancements**
 - **Create New:** Create a new enhancement. An enhancement is an improvement to an existing product.
 - **Open Enhancements:** View active enhancements or create a new enhancement.
 - **Assigned to me:** View all enhancements you are working on.
- **Defects**
 - **Create New:** Create a new defect record. A defect is any deviation from an expected behavior for a product.
 - **Open Defects:** View active defects or create a new defect record.
 - **Assigned to me:** View all defects you are working on.
- **Administration**
 - **Properties:** Properties.

Properties

Navigate to **SDLC (Scrum Process) > Administration > Properties** to configure the following properties:

Property	Description
com.snc.sdmc.scrum.pp.progress.story.states	Stories in any one of the states specified in this comma separated list are shown in the progress board (in the order specified).
com.snc.sdmc.scrum.pp.progress.task.state	Tasks in any one of the states specified in this comma separated list are shown in the progress board (in the order specified)
com.snc.sdmc.scrum.pp.task_uses_actual_hours	Enable the Actual hours field in the Scrum Task form. Displays actual hours of tasks on the task progress board.
com.snc.sdmc.scrum.pp.progress_board_parent_updates	Specifies whether changes to tasks in the progress board update their parent stories.
com.snc.sdmc.scrum.pp.default_sprint_length	The default sprint length (in days) used if the length cannot be calculated from the sprint.
com.snc.sdmc.scrum.pp.burndown.ideal.linear	Draws the burndown chart ideal line as a straight line.

Changes to Tables and States

New states in the Scrum Process Pack override previous states for all scrum tables. The Scrum Process Pack introduces the following changes to the SDLC - SCRUM tables:

Table	Update
Scrum Task [rm_scrum_task]	<ul style="list-style-type: none"> Updated states Custom Type values added Priorities defined
Testing Task [rm_test]	Records are converted into records in the Scrum Task [rm_scrum_task] table.
Documentation Task [rm_doc]	Records are converted into records in the Scrum Task [rm_scrum_task] table.
Release Task [rm_task]	Records identified as being used in a scrum context are converted into records in the Scrum Task [rm_scrum_task] table.
Story [rm_story]	State and priority fields for records adjusted. An attempt is made to determine the sprint and release to which they belong.
Epic [rm_epic]	Records have their states updated.
Sprint [rm_sprint]	Records have their State fields updated. An attempt is made to determine the release to which they belong.
Features [rm_feature]	Records have their State fields updated.
Release [rm_release_scrum]	Records have their State fields updated.
Product [rm_product]	Records cloned as records in the Application Model [cmdb_application_product_model] table.

Enhancements

Fuji

- Burn down charts have an updated look.
- Users have the added ability to drill down to sprint burn down charts from release burn down charts.

References

- https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/concept/c_ScrumProcessFlow.html
- https://docs.servicenow.com/bundle/helsinki-it-business-management/page/product/sdlc-scrum/concept/c_ScrumProcessFlow.html

Scrum Process Flow



Note: This article applies to Fuji and earlier releases. For more current information, see *Scrum Process Flow* ^[1] at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

This page outlines the process flow for the SDLC Scrum Process application from plugin activation to the completion of a sprint. This flow represents the common practice for creating and managing scrum records with the functionality provided in the base Scrum Process Pack and is not intended to represent the only possible process. Use the links provided to examine detailed instructions for each task. Each procedural page contains prerequisite information and instructions for accessing the next task in the sequence.

Task 1: Setup

Set up the environment in Scrum as follows:

1. Remove any customizations from the existing SDLC - Scrum application. Failure to do so might affect the functionality in the Scrum Process Pack.
2. Activate the Scrum Process Pack plugin.
3. Assign scrum roles to the users in your instance.

For specific setup instructions, see [Setting up the Scrum Process Application](#).

Task 2: Create a Product

In scrum, a product represents functionality that a product owner has identified as important to customers. A product might contain the themes, epics, and stories that describe these enhancements from the user's perspective. Products can have a narrow focus with few user stories or a wider context with many user stories, each containing several tasks. You create products first and then add themes, epics, or stories to create the *product backlog*. For instructions, see [Scrum Products](#).

Task 3: Create User Stories

A *user story* is a brief statement of a product requirement or a customer business case created by a product owner. Typically, stories are expressed in plain language to help the reader understand what the software should accomplish. Stories contain specific tasks for work that can be resolved in one sprint. Stories that take longer than a sprint to complete should be broken into one or more stories and grouped into an *epic*. Stories and epics can be associated with themes, which are the highest level goal or objective. The Scrum Process Pack enables administrators to add stories at different points throughout the scrum process as necessary to react to changes in feature scope or resource availability. You cannot create a story without associating it to a product. A story cannot be associated with more than one product, release, or sprint. For instructions on creating stories and assigning tasks, see [Themes, Epics, Stories, and Tasks in Scrum](#).

Task 4: Create a Release

A release has a start and end date during which a number of development iterations are completed. When a release record is created, at least one scrum team and its members should also be created. A release team can be reused for each sprint within the release. For each team member, a default number of story points can be defined and applied to the sprints. At the sprint level, the aggregate of the team members' story points determine the team's capacity. Sprints inherit the default team and team members of the parent release. At the sprint level, the release planner can override the structure and number of points assigned to a team member if necessary to support the availability of the team members on a sprint-by-sprint basis. For instructions on creating a release backlog and development teams, see Releases in Scrum.

Task 5: Create a Sprint

A sprint is the basic unit of time in the development process. A sprint can be of any length, but typically takes between one and four weeks to finish. The scrum master creates one or more sprints from within a release. All sprints within a release must fit within the release start and end dates. The scrum team is expected to complete all stories to which it is committed within a sprint and to meet the acceptance criteria as defined in the story records. The scrum master's expectation of the sprint content is that the stories are fully tested and potentially releasable. In most cases, the committed stories for a specific sprint should not change during the sprint. However, the Scrum Process Pack application makes this possible if necessary. Stories should be added or removed from a sprint only after a discussion with the team, scrum master, and product owner. For instructions, see Sprints in Scrum.

Task 6: Plan the Sprint

Before a sprint starts, the team and scrum master decide on what stories they can commit to completing within a sprint. The scrum master must make sure that the effort (*story points*) required to complete the stories matches the capacity of the release team. If the effort exceeds the capacity, the scrum master can add team members, remove stories, or add sprints as needed. A velocity chart is available to help in the estimation process. The velocity chart shows a team's historical record of the number of completed points, by sprint. This view gives the scrum master an idea of the general capacity of the team over time and produces more accurate sprint planning. Velocity charts are the most meaningful if sprint duration is constant and the team members' available points do not change between sprints. Use the velocity chart as guidance and not as a factual representation of what the team can produce in the next sprint. For details about sprint planning and using the planning board, see Sprint Planning.

Task 7: Track Sprint Progress

The scrum master manages the sprint team's efforts, provides progress reports, and removes any impediments that the team encounters. Team members update task and story records and conduct daily stand-up meetings (scrum meetings) to communicate their progress and concerns to the scrum master. The application provides powerful story and task boards to assist in the management and tracking of sprint progress. See Progress Boards for details.

Task 8: Generate Charts

In addition to the progress boards, the SDLC Scrum Process Pack provides a report called a burn down chart for tracking the progress of a sprint. This chart is one of the most important tools of a scrum team. The burn down chart compares ideal progress in a sprint (based on the committed stories) against the actual progress, on a daily basis. This report enables the scrum master and team to track their progress and make necessary adjustments to complete the sprint on time.

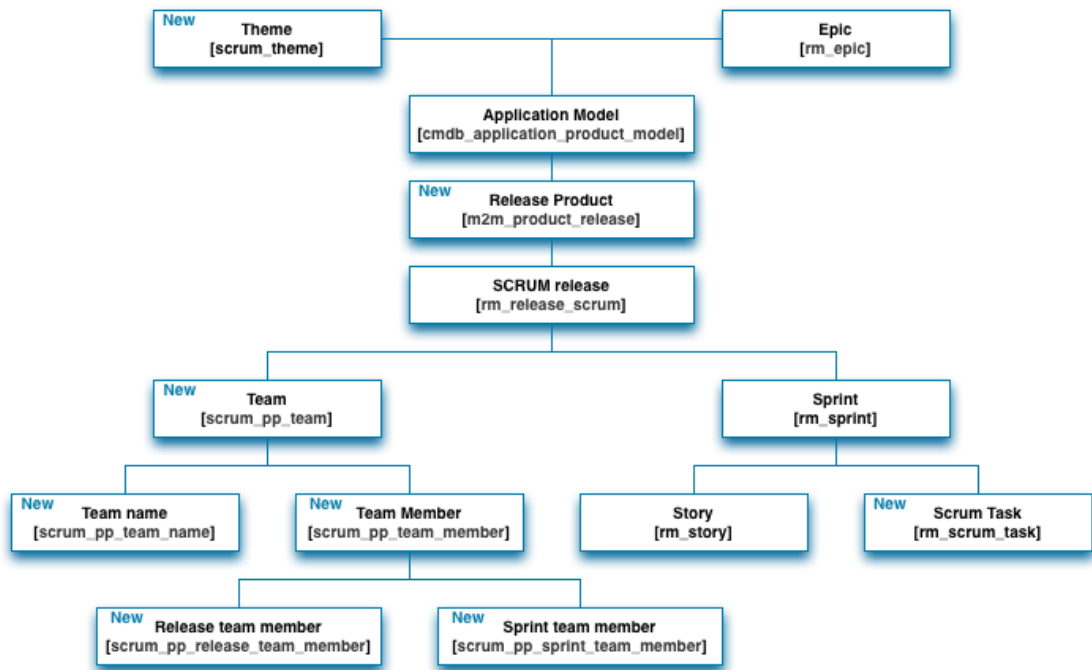
Data Model



Note: This article applies to Fuji and earlier releases. For more current information, see *Agile Development Process Data Model* ^[1] at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

The SDLC Scrum Process Pack plugin adds several new tables to the existing SDLC Scrum tables.



Scrum Tables and Relationships

The following table describes what data the Scrum Process Pack tables contain as well as their relationships to other tables.

Table	Description and Relationships
Application Model [cmdb_application_product_model]	Contains whole products whose releases are being managed. A product can have related releases, themes, epics, and stories.
Theme [scrum_theme]	Contains themes, which can represent either a tangible product (such as a trading application) or an abstract goal (such as performance tuning). A theme is always associated with a product and can have related epics and stories.
Release Product [m2m_product_release]	Contains all products and their associated releases.
Scrum Release [rm_release_scrum]	Contains release records which associate a list of sprints with a time range in which those sprints must be completed. A release can have one or more: <ul style="list-style-type: none"> • Release teams • Sprints • Stories
Team [scrum_pp_team]	Contains the release teams, the people who work on scrum tasks, and stories during releases and sprints.
Team name [scrum_pp_team_name]	Contains the names of release teams.
Release team member [scrum_pp_release_team_member]	Contains release team members who work on scrum tasks and stories during a release.
Sprint team member [scrum_pp_sprint_team_member]	Contains sprint team members who work on scrum tasks and stories during a sprint.
Epic [rm_epic]	Contains epics, which allow you to group related stories or requirements that you have not yet transformed into stories. You can associate an epic to a product, a theme, or a configuration item. *An epic can have one or more child epics. <ul style="list-style-type: none"> • An epic may be associated with one or more epics. • One or more epics may be associated with a theme or a product.
Sprint [rm_sprint]	Contains sprints, which are the backlog items to be addressed during a given time period. A sprint can be associated with one or more releases and stories.
Story [rm_story]	Contains stories, which describe self-contained pieces of work that can be completed within a sprint. A story can contain one or more scrum tasks and can be associated with: <ul style="list-style-type: none"> • A product • A release • A sprint • A theme • An epic
Scrum task[rm_scrum_task]	Contains scrum tasks, which describe a discrete amount of work for a story carried out during a sprint. A scrum task can be associated with a single story.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/reference/r_SDLCScrumProcessDataModel.html

Managing a Release with Scrum

Setting Up the Scrum Process Application



Note: This article applies to Fuji and earlier releases. For more current information, see *Set Up the Scrum Environment* ^[1] at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

Perform these procedures to prepare for and activate the Scrum Process Pack. Then, assign scrum roles to prepare for working with the SDLC Scrum Process application. For a complete list of the tasks required to use the SDLC Scrum Process application, including links to the necessary procedures, see SDLC Scrum Process.

For an overview of the functionality in the SDLC Scrum Process application, see The Scrum Process.

Setup Tasks

Complete these task in the order in which they appear.

Delete Previous Customizations

If you customized the SDLC - Scrum application, delete these customizations before activating the Scrum Process Pack to ensure that all features in the Scrum Process Pack work properly. To delete any customization, add a property with the following values:

- **Name:** `com.snc.sdlc.scrum.pp.delete.customer.updates`
- **Description:** Deletes customizations to the SDLC Scrum application from the Customer Update [sys_update_xml] table.
- **Type:** true/false
- **Value:** true

This property deletes from the Customer Update [sys_update_xml] table the records created by customizations to the existing SDLC Scrum application.

Activate the SDLC Scrum Process Pack Plugin

Users with the admin role can activate this plugin.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

If the plugin depends on other plugins, these plugins are listed along with their activation status.

3. [Optional] If available, select the **Load demo data** check box.

Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.


4. Click **Activate**.

Assign Roles

Assign the appropriate ServiceNow roles to those users, scrum masters, product owners, and team members who are taking part in the scrum process. Be aware of roles that contain other roles and note the list of activities that are typical for each role. For instructions on adding roles to user records in ServiceNow, see [Assigning Roles to the User](#).



Note: Access control records for each table in the Scrum Process Pack apply to users based on their scrum role. To learn more, see [Using Access Control Rules](#).

Role	Description	Typical Activities	Contains Roles
scrum_master	A scrum master guides team members through a sprint and serves as a sounding board for issues that arise.	A scrum master can move stories between a release backlog and a sprint. This user can create and manage: <ul style="list-style-type: none"> • Epics • Stories • Sprints • Team members 	<ul style="list-style-type: none"> • scrum_sprint_planner • scrum_story_creator
<div>  <p>Note: Managing team members requires access to the <code>sys_user_groups</code> table, which is not granted by default.</p> </div>			
scrum_product_owner	Users with this role are responsible for the business value of a project and for maintaining the product backlog.	A product owner can move stories between the product backlog and releases. This user can create and manage: <ul style="list-style-type: none"> • Themes • Epics • Stories • Products • Releases • Teams 	<ul style="list-style-type: none"> • scrum_release_planner • scrum_story_creator
scrum_release_planner	Users with this role perform release planning activities.	A release planner can create and manage: <ul style="list-style-type: none"> • Themes • Products • Releases 	<ul style="list-style-type: none"> • scrum_user • scrum_story_creator
scrum_sprint_planner	Users with this role manage the sprint process.	A sprint planner can create and manage the following: <ul style="list-style-type: none"> • Stories • Scrum teams • Sprints 	<ul style="list-style-type: none"> • scrum_user • scrum_story_creator

scrum_story_creator	Users with this role create the descriptive elements of a product.	A story creator can create and manage: <ul style="list-style-type: none"> • Epics • Stories • Tasks 	scrum_user
scrum_team_member	Users with this role are the scrum users who do the work on a story in a sprint.	A team member can create and manage stories and tasks in a sprint.	<ul style="list-style-type: none"> • scrum_story_creator • scrum_user
scrum_user	This is the basic scrum role that all other roles inherit. It confers read-only rights to the Scrum Process application.	A scrum user can view all elements of scrum, but cannot create, edit, or manage records of any type.	scrum_user
feature_user	This is the ServiceNow role that grants user access to the Defect [rm_defect] and Enhancement {rm_enhancement} tables.	A user with the feature-user role can log enhancement requests or defect reports. Users with the scrum_story_creator role can create stories for these requests in scrum. Users with the feature_user role can see only the Defects and Enhancements modules in the SDLC Scrum Process application. The feature_user role does not grant any scrum privileges to the user.	None

What Do I Do Next?

After The SDLC Scrum Process Pack plugin is activated on your instance and the appropriate roles have been assigned to users, create a scrum product.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/task/t_SetUpTheScrumEnvironment.html

Scrum Products



Note: This article applies to Fuji and earlier releases. For more current information, see *Manage Products* ^[1] at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

A *scrum product* is an arbitrary classification that represents an item under development. A product organizes themes, epics, and stories of similar functionality into a single context. Stories represent the work required to build the product. The list of stories in a product is referred to as the *product backlog*. A product owner is responsible for keeping the product backlog organized and for selecting the stories for a particular release.

Prerequisite Tasks

Before the product owner can create a scrum product, the ServiceNow administrator must complete the initial setup tasks in Setting up the Scrum Process Application. For a complete list of the tasks required to use SDLC Scrum Process and links to the necessary procedures, see Scrum Process Flow.

Creating a Product in Scrum

Only users with the `scrum_product_owner` role or the `scrum_release_planner` role can create products.

1. Navigate to **SDLC (Scrum Process) > Planning > Products**.
2. Click **New**.

A blank **Application Model** form appears.

3. Complete the form, using a unique and descriptive name.

The **Product owner** field displays the logged in user's name. If necessary, select another product owner from the list.

4. Click **Submit**.

Related lists for releases, themes, epics, and stories appear.

5. You can create records now by clicking **New** in a related list or continue to the next page in the flow.

The stories you add create the product backlog. You cannot add a theme, epic, or story to more than one product or release at a time.

Application Model [Scrum view] Update Delete 🔍 📄

Name: Resource module compatibility

Short description: Code Resource module to work on all major browsers and operating systems.

Product owner: Eva Seahorn 🔍 📄

Update Delete

Releases (1) Themes **Epics (1)** **Stories (10)**

Stories New Rank Edit... Go to 🔍 1 to 10 of 10 📄

Product = Resource module compatibility

Number	Short description	Priority	State	Epic	Sprint	Release	Type	Product owner
STRY0000024	Add browser module for Firefox	2 - High	Draft	ResourceNow compatibility			Development	Eva Seahorn
STRY0000025	Add browser module for Safari	2 - High	Draft	ResourceNow compatibility			Development	Eva Seahorn
STRY0000026	Add browser module for Opera	2 - High	Draft	ResourceNow compatibility			Development	Eva Seahorn
STRY0000027	Add browser module for Chrome	2 - High	Draft	ResourceNow compatibility			Development	Eva Seahorn
STRY0000028	Add browser module for Internet Explorer	2 - High	Draft	ResourceNow compatibility			Development	Eva Seahorn
STRY0000029	Amend modules to work on Windows 8	3 - Moderate	Draft	ResourceNow compatibility			Development	Eva Seahorn

Ranking Stories

ServiceNow provides an optional plugin called Context Ranking, which enables all scrum users to manually sort a related list of stories by priority. A product owner or release planner uses this tool to establish the order in which he or she wants the stories worked. Stories ranked in a related list (in the Product, Release, and Sprint forms) appear in the same order in the planning board when the appropriate backlog is displayed. Conversely, stories ranked in the planning board appear in that order when viewed in the related list in the form. Users can switch the view in a Stories related list from ranked to any sort order without changing the ranking in the planning board.

To rank stories in a related list:

1. Ensure that the Context Ranking plugin is activated.
2. In the **Stories** related list, click **Rank**.

A dialog box appears, allowing you to arrange the stories in any order, such as by priority.

3. Click and drag each story into position using the handle icon to the left of the story number.

Rank 🔍 📄

Stories for SCRUM release "ResourceNow OS compatibility" [Ranking]

Search 🔍 1 to 5 of 5 📄

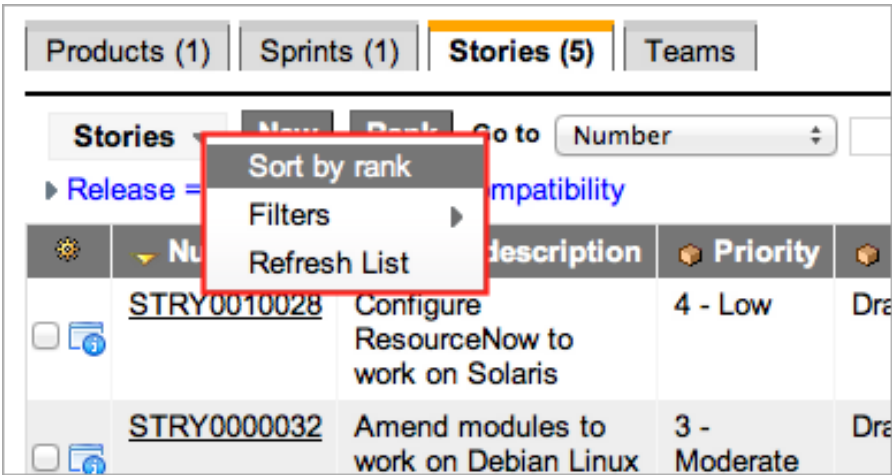
▶ All > Release = ResourceNow OS compatibility

STRY0000029	Amend modules to work on Windows 8	3 - Moderate	Draft	Development
STRY0000030	Amend modules to work on Mac OS X 10.8	3 - Moderate	Draft	Development
STRY0000031	Amend modules to work on Ubuntu Linux 13	3 - Moderate	Draft	Development
STRY0000032	Amend modules to work on Debian Linux 6	3 - Moderate	Draft	Development
STRY0010028	Configure ResourceNow to work on Solaris	4 - Low	Draft	Development

4. When you are done, click the **X** in the upper right corner to close the list.

The **Stories** related list is not sorted by your ranking initially.

5. To view the related list in its ranked order, open the context menu from the related list and select **Sort by rank**.



6. To return the sort order of the list to an unranked state, click once in the heading of any column that contains data.

ServiceNow uses this ranked list to display the appropriate backlog in the planning board. For example, if you rank stories in the **Stories** related list in the Release form, the release backlog in the planning board uses the same ranking to display the stories. Conversely, scrum masters, product owners, and release planners can create a new ranking order for the **Stories** related list by rearranging the list of stories in the planning board.

What Do I Do Next?

After creating a product, create user stories to associate with the product. See Themes, Epics, Stories, and Tasks in Scrum for details.

References

[1] <https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/agile-development/concept/manage-products.html>

Themes, Epics, Stories, and Tasks



Note: This article applies to Fuji and earlier releases. For more current information, see *Agile Development (for upgraded customers only)* ^[1] at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

- A scrum theme is the highest level of the story hierarchy and describes a view of a tangible product (such as a trading application) or an abstract goal (such as performance tuning). A product owner breaks down a theme into one or more *epics*.
- An epic groups related user stories together or describes a block of requirements that have not yet been rationalized into *stories*.
- A story is a brief statement of a product requirement or a business case. Typically, stories are expressed in plain language to help the reader understand what the software should accomplish. Product owners create stories. A scrum user then divides the stories into one or more scrum *tasks*.
- Scrum tasks are the discreet pieces of work required to complete a story.

Prerequisites

Make sure to create a product before attempting to create themes, epics, or stories. You cannot submit these records without attaching them to a product. See *Scrum Products* for information on creating products. For a complete list of the tasks required to use SDLC Scrum Process ^[2] and links to the necessary procedures, see *Scrum Process Flow*.

Themes

Themes can contain one or more epics. Multiple themes can be associated with a product, but a theme cannot be associated with more than one product at a time.

Creating a Theme

Users with the `scrum_product_owner` and `scrum_release_planner` roles can create themes.

1. Navigate to **SDLC (Scrum Process) > Planning > Themes**.
2. Click **New**.
3. Enter a **Name** for the theme that states the high-level business case.
4. Select the **Product** associated with the theme and complete the descriptions.

Theme [Scrum view] ! = Required field Submit

Number:	THME0011010
Name:	ResourceNow web availability
Product:	Resource module compatibility 🔍 📁
Short description:	The ResourceNow application should be web-enabled
Description:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> Create a web interface for ResourceNow for all the major browsers and operating systems. </div>

Submit

5. Click **Submit**.

The saved form displays related lists for **Epics** and **Stories**.

6. To create epics or stories from these related lists, click **New**.

Releases (1)	Themes (1)	Epics (2)	Stories (10)
--------------	------------	------------------	--------------

Epics ▾	New	Edit...	Go to	Number	Q	1	to 2 of 2
---------	-----	---------	-------	--------	---	---	-----------

Product = Resource module compatibility

	Number	Short description	Assigned to	Priority	State	Parent epic	Product owner
<input type="checkbox"/>	EPIC0010002	ResourceNow should be compatible with all major browsers		4 - Low	Draft		Eva Seahorn
<input type="checkbox"/>	EPIC0010005	ResourceNow should be compatible with all major operating systems		4 - Low	Draft		Eva Seahorn

Actions on selected rows...

Epics

Epics organize the work needed to complete parts of a theme into smaller, more manageable pieces. You can associate an epic to a product, theme, or a configuration item (an item or service being affected). You can also define child epics. You can associate multiple epics with a single theme, but an epic can only be associated with one theme at a time.

Creating an Epic

Users with the `scrum_master`, `scrum_product_owner`, and `scrum_story_creator` roles can create epics. To organize epics, you can create a hierarchy of parent and child epics.

1. Create an epic with one of these methods:

- In a Theme record, select the **Epics** related list and click **New**.
- Navigate to **SDLC (Scrum Process) > Planning > Open Epics** and click **New** in the record list.

2. Fill in the fields, as appropriate (see table).

3. Click **Submit**.

Related lists for child epics and stories appear.

4. To create child epics or stories from these related lists, click **New**.

Epic [Scrum view] = Required field

UpdateDelete

Number:EPIC0010005

State:Draft

Product:Resource module compatibility

Parent epic:

Product owner:Eva Seahorn

Assignment group:

Configuration item:

Assigned to:

Theme:ResourceNow web availability

Short description:ResourceNow should be compatible with all major operating systems

Description:ABC

Make ResourceNow compatible with Windows, Linux, Solaris, and Mac OS-X

Work notes:ABC

Activity >>

2012-06-19 15:29:24 System Administrator - Changed: Opened by
Opened by: System Administrator

UpdateDelete

Child EpicsStories

Child EpicsNewGo to Number

Parent epic = ResourceNow should be compatible with all major operating systems

NumberShort descriptionAssigned toPriorityState

Field	Description
Product	[Required] Product to associate with this epic.
Product owner	Product owner associated with the product selected.
Configuration item	Item or service this epic affects.
Theme	Theme associated with this epic. This field becomes active when a product is selected. Themes are optional.
Parent epic	Parent epic, if this is a child epic.
State	Current state of the epic. The default is Draft .
Assignment group	Group working on the epic.
Assigned to	User interested in the progress of this epic.

Stories

An epic can have one or more stories, but a story can belong to only one epic at a time. A story should be small enough to be completed in one sprint. The estimated effort required to complete a story is measured in *story points*, with more points being assigned to stories requiring more effort. Story points are arbitrary measurements of the effort (not necessarily the time) required to complete a story, based on the estimates of scrum team members. The work required for a story can be broken down into discreet scrum tasks.

After creating stories and tasks, manage and track them to completion through the story and scrum task progress boards.

For tips and best practices on writing effective stories, see Well-Written Scrum Stories.

Creating a Story

Users with the following roles can create and edit stories:

- scrum_master
- scrum_product_owner
- scrum_sprint_planner
- scrum_story_creator
- scrum_team_member

To create a story:

1. Create a new story in one of these ways:
 - Navigate to **SDLC (Scrum Process) > Stories > Create New**.
 - In a product, release, or sprint form, select the **Stories** related list and click **New**.
 - Display the product backlog in the planning board and click **New**.
3. Complete the Story form.

Field	Description
Product	The product with which this story is associated. This field is required if using the SDLC Scrum Process application (SDLC Scrum Process Pack plugin).
Project	The project with which this story is associated. This field is required if using the project-based SDLC application (SDLC PPM Integration plugin). For more information, see Project Portfolio Suite.
Configuration item	Select the configuration item or service this story affects, if applicable.
Theme	Select the theme for this story from a list of themes associated with the selected Product . A story can belong to only one theme at a time.
Product owner	[Read-only] Displays the product owner for the selected Product .
Release	Select a release for this story from the releases associated with the selected Product .
Sprint	Select a sprint for this story from the sprints associated with the selected Release .
Epic	Select an epic for this story from the epics associated with the selected Product .
Priority	Select the priority for this story. A product owner can use priorities to rank stories in the planning board.
Opened	Set the date and time for creating the story. The default is the current date and time.
Opened by	Select the user who created the story. The default is the logged in user.
Type	Select the type of story: <ul style="list-style-type: none"> • Development • Documentation • Spike (research activity)
State	Select the story state. The default for a new story is Draft .
Points	Enter a number of points to indicate the estimated effort required to complete the story. A larger point value indicates that a greater amount of effort is required.
Assigned to	Select the user who will be working on the story. Users on this list have appropriate scrum roles.
Blocked	Select this check box to indicate that issues are preventing the story from making progress. Clear the check box if there are no blocking issues.
Classification	Select Defect or Feature to indicate the type of development the story involves. The default is Feature . This field has no connection to the Defect and Enhancement fields in the Related Records section.
Acceptance criteria	Describe the functional criteria or testing results required to move this story to a state of Complete .
Work notes	Enter any notes about the work being performed for this story.

Related Records

- Defect
- This is a reference field from the Defect [rm_defect] table. Click the magnifier icon in this field to display defect reports created by users with the feature_user role. This is the only location in the Scrum Process application where records from this table appear. For details about reporting defects with this feature, see Defect Reports in Scrum.
- Enhancement
- This is a reference field from the Enhancement [rm_enhancement] table. Click the magnifier icon in this field to display enhancement requests created by users with the feature_user role. This is the only location in the Scrum Process application where records from this table appear. For details about enhancement requests, see Enhancement Requests in Scrum.

5. Click **Submit**.

Story [Scrum view] = Required field

Submit

Number:STRY0000024

Product:Resource module compatibility

Configuration item:

Theme:ResourceNow web availability

Product owner:Eva Seahom

Release:

Sprint:

Epic:ResourceNow should be compatible with

Priority:2 - High

Short description:A user wants to use the web interface on Firefox

Description:

We need to create support for ResourceNow on Firefox.

Acceptance criteria:

The module needs to test successfully with the Firefox browser using the pre-existing set of Selenium tests we already used.

Work notes:

Related Records

Defect:

Enhancement:

Submit

Opened:2012-01-02 01:00:00

Opened by:Charles Beckley

Type:Development

State:Draft

Points:15

Assigned to:

Blocked:

Classification:Feature

6.
7. Saving the form displays the **Scrum Tasks** and **Documentation Tasks** related lists.
8. Create the necessary scrum tasks for this story from these related lists.

Scrum Tasks (2) | Documentation Tasks

Scrum Tasks New Go to Number 1 to 2 of 2

Story = Add browser module for Firefox

	Number	Short description	Priority	State	Type
<input type="checkbox"/>	STSK0011032	Code the API for Firefox	4 - Low	Draft	Coding
<input type="checkbox"/>	STSK0011033	Test the implementation	4 - Low	Draft	Coding

Actions on selected rows... 1 to 2 of 2

9.

Story Progress

You can manage stories and track them to completion on the story progress board. Access the progress board from the **Related Links** section of the Story form as well as from other forms.

Assigning a Story to a Project

If you have activated the SDLC Scrum PPM Integration plugin, you can assign a story to a project from the Stories list.

1. Navigate to **SDLC (Scrum Process) > Stories > Open Stories**.
2. Select the check box to the left of the desired story.
3. Select **Move to project** from the Actions choice list.
4. Select an active project in the **Project** field and click **OK**.

The story is assigned to the selected project.

When a story is assigned to a project, the settings in the following fields are cleared:

- **Release**
- **Product**
- **Sprint**
- **Team**
- **Epic**
- **Theme**

If the project is assigned to a team and has a development phase, the following fields are auto-populated:

- **Team**
- **Project phase**

Scrum Tasks

A scrum task might require between four and twelve hours to complete. Team members volunteer for tasks based on their skills and track the hours remaining on a daily basis. The time remaining is reflected in the sprint burn down chart. If the planned hours for a task exceed an agreed upon period of time, such as eight hours, the task can be split into additional tasks. A story is not complete until all of its tasks are complete.

Creating a Scrum Task

You add scrum tasks to an existing story from the following locations on the Story form:

- The **Tasks** related list
- The **Add Scrum Tasks** Related Link in a Story form



Note: You also can add tasks from the planning board and the story progress board.

Tasks Related List

- 1. Navigate to **SDLC (Scrum Process) > Stories > Open Stories** and open an existing story.
- 2. In the **Scrum Tasks** related list, click **New**.
- 3. Complete the form as described in the field description table.

Scrum Task [Scrum view] = Required field

Number:

STSK0011032

Story:

A user wants to use the web interface or

Priority:

2 - High

Planned hours:

8

Remaining hours:

Actual hours:

Short description:

Code the Firefox API

Type:

Coding

State:

Ready

Assigned to:

Antione Mccleary

Blocked:

☐

Description:

Work notes:

Submit

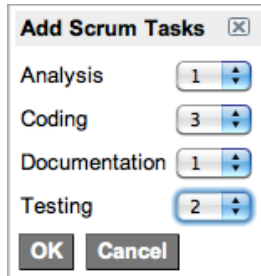
- 4. Click **Submit**

Field Descriptions

Field	Description
Story	[Read-only] Displays the story associated with the scrum task.
Planned Hours	[Required] Enter the estimated number of hours to complete the task. A typical scrum task should take between four and twelve hours. If the task requires more than 12 hours, consider breaking it down into multiple tasks.
Remaining Hours	Enter the estimated number of hours remaining to complete the scrum task. This value is updated by the assigned team member as work is being done on the task.
Actual Hours	After the task is complete, enter the number of hours the task actually required.
Type	Select the type of work involved.
State	Select the scrum task's current state. The default is Draft .
Assigned to	Select the user who will be working on the scrum task. The default is the story owner.
Blocked	Select this check box if the scrum task is blocked for some reason. Clear the check box if there are no blocking issues.
Short description	Enter a brief description of this scrum task.
Description	Enter a detailed description of the scrum task.
Work notes	Enter notes to indicate progress on the scrum task or issues blocking it.

Related Link

1. Navigate to **SDLC (Scrum Process) > Stories > Open Stories** and open the appropriate story.
2. Under **Related Links**, click **Add Scrum Tasks**.
3. In the dialog box that appears, set the number of scrum tasks to create for each task type: **Analysis, Coding, Documentation, Testing**.



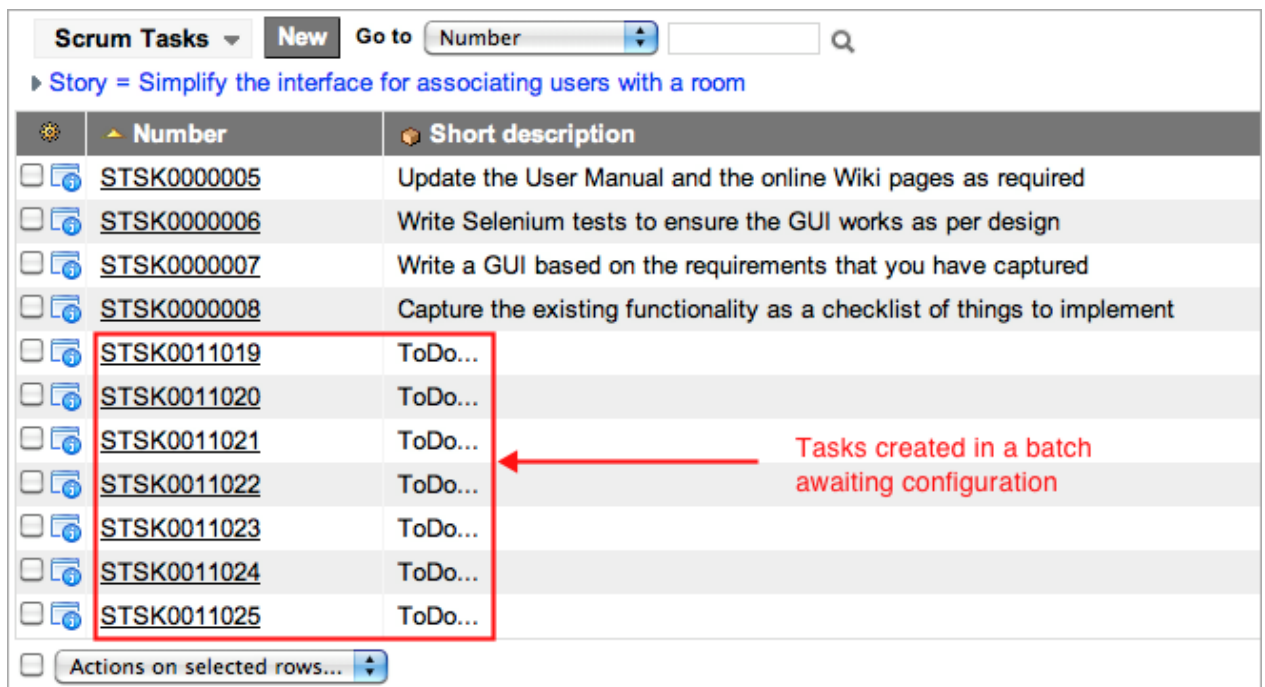
The dialog box titled "Add Scrum Tasks" contains four rows of task types with associated numeric input fields:

Task Type	Count
Analysis	1
Coding	3
Documentation	1
Testing	2

At the bottom are "OK" and "Cancel" buttons.

4. Click **OK** to create a batch of tasks of the selected types in the **Scrum Tasks** related list.

Scrum tasks created with this method are not yet complete and must be updated to become functional.



The screenshot shows the "Scrum Tasks" list view. At the top, there's a "New" button and a "Go to" search field. Below the header, a story is selected: "Story = Simplify the interface for associating users with a room". The table lists tasks with checkboxes, IDs, and short descriptions. A red box highlights a batch of tasks (STSK0011019 to STSK0011025) with "ToDo..." descriptions. A red arrow points to this box with the text "Tasks created in a batch awaiting configuration".

	Number	Short description
<input type="checkbox"/>	STSK0000005	Update the User Manual and the online Wiki pages as required
<input type="checkbox"/>	STSK0000006	Write Selenium tests to ensure the GUI works as per design
<input type="checkbox"/>	STSK0000007	Write a GUI based on the requirements that you have captured
<input type="checkbox"/>	STSK0000008	Capture the existing functionality as a checklist of things to implement
<input type="checkbox"/>	STSK0011019	ToDo...
<input type="checkbox"/>	STSK0011020	ToDo...
<input type="checkbox"/>	STSK0011021	ToDo...
<input type="checkbox"/>	STSK0011022	ToDo...
<input type="checkbox"/>	STSK0011023	ToDo...
<input type="checkbox"/>	STSK0011024	ToDo...
<input type="checkbox"/>	STSK0011025	ToDo...

5. Open each Scrum Task record with a Short Description of **ToDo** and define the task.
6. Complete the form as described in the field description table.
7. Click **Update** to save your changes.

Planning Board

In the planning board, right-click a story and select **Add Scrum Task** from the context menu. Complete the form as described in the field description table.

Sprint Backlog [Sprint 1 - Browser compatibility] 74% (56/75)

Search for text

1 to 4 of 4

All > Sprint = Sprint 1 - Browser compatibility

	Number	Short description	Priority	State	Points
	STRY0000024	A user wants to use	2 - High	Ready	15
	STRY0		2 - High	Work in progress	13
	STRY0		2 - High	Ready for testing	13
	STRY0		2 - High	Ready	15

Drag all

Show Matching

Filter Out

Copy URL to Clipboard

Copy sys_id

Add Scrum Tasks

Planning Board

Assign Label

Task Progress Board

Story Progress Board

Assign to me

Create a task from the context menu

Story Progress Board

In the story progress board, click the green plus icon (+) in a story object to create a new scrum task. Complete the form as described in the field description table.

The screenshot shows a 'Story Board' for 'Sprint 1 - Browser compat'. It has three columns: 'Draft', 'Ready', and 'Work in progress'. The 'Ready' column contains two story cards. The first card is 'A user wants to use the web interface on Firefox' with a value of 15. It has fields for 'Assigned to: -- None --', 'Story Type: Development', and 'Classification: -- None --'. A green plus icon is at the bottom right of the card. A red arrow points to this icon with the text 'Create new scrum task for this story'. The second card is 'Add browser module for Internet Explorer' with a value of 13. The 'Work in progress' column is empty. The 'Draft' column is also empty.

Scrum Task Progress

You can manage scrum tasks and track them to completion on the task progress board.

1. Navigate to **SDLC (Scrum Process) > Open Sprints**.
2. Select a sprint.
3. In **Related Links**, click **Task Progress Board**.
4. View information about all stories and corresponding tasks.
5. [Optional] To quickly assign a task to yourself, drag a task to the **Work In progress** column.

Task Board | Sprint 22 - C_Team | Refresh: Off

Stories	Draft	Ready	Work In progress
<p>Create syspopup views for all of the tables within the Test Suite</p> <p>Story State: Ready Assigned To: -- None -- Story Type: Development Classification: Feature</p>	<p>Execute tests</p> <p>Assigned To: -- None -- Task Type: Testing Test Result: -- None --</p> <p>Write manual test to visually inspect all views</p> <p>Assigned To: -- None -- Task Type: Documentation</p> <p>QA code for coverage</p> <p>Assigned To: -- None -- Task Type: Testing Test Result: -- None --</p>	<p>Create syspopup_view views for all test suite tables</p> <p>Assigned To: -- None -- Task Type: Coding</p> <p>QA - Test coverage</p> <p>Assigned To: -- None -- Task Type: Testing Test Result: -- None --</p> <p>Execute automated test</p> <p>Assigned To: -- None -- Task Type: Testing Test Result: -- None --</p>	<p>Internal documentation</p> <p>Assigned To: -- None -- Task Type: Documentation</p> <p>Write Selenium tests</p> <p>Assigned To: Asad Razvi Task Type: Coding</p>

Closing a Scrum Task

Scrum tasks can be **Closed** or **Canceled**.

1. Navigate to **SDLC (Scrum Process) > Stories > Open Stories**.
2. Select a story.
3. In the **Scrum Tasks** related list, open a task.
4. In the **State** field, select **Complete** or **Canceled**.

What Do I Do Next?

After creating stories and scrum tasks for your products, create a *release backlog* containing the stories from one or more of these products. For instructions, see [Releases in Scrum](#).

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/concept/c_SDLCScrumProcess.html
- [2] https://docs.servicenow.com/bundle/helsinki-it-business-management/page/product/sdlc-scrum/concept/c_SDLCScrumProcess.html

Releases



Note: This article applies to Fuji and earlier releases. For more current information, see *Releases in Scrum*^[1] at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

Releases are created by a product owner and contain user stories, sometimes from multiple products, that form the *release backlog*. A release is bounded by start and end times and is used to organize the effort of the release teams working on user stories. Typically, the product owner creates the release teams and decides when the release is complete enough for delivery to a customer. A release can use multiple teams.

Prerequisites

Before attempting to create a release, make sure you have created the appropriate stories and scrum tasks and associated them with one or more products. See the instructions for creating stories in Themes, Epics, Stories, and Tasks in Scrum. For a complete list of the tasks required to use this Process Pack and links to the necessary procedures, see Scrum Process Flow.

Creating a Release in Scrum

Users with the `scrum_product_owner` and `scrum_release_planner` roles can create releases:

1. Navigate to **SDLC (Scrum Process) > Planning > Open Releases** and click **New**.

SCRUM release [Scrum view] Submit

Number: RLSE0010005

State: Draft

Points: 0

Planned start date: 2012-06-08 15:10:34

Planned end date: 2012-07-06 15:10:38

Assigned to: Jade Erlebach

Default team:

Short description: ResourceNow browser compatibility

Description: REC
Make ResourceNow compatible with all major browsers:IE, Firefox, Chrome, and Safari

Work notes: REC

Submit

ServiceNow opens the new release record in a state of **Draft**.

2. Select a date range for the release.

All sprints for this release are restricted by these dates.

3. Select a user in the **Assigned to** field.

This must be a scrum user, such as a release planner or product owner, whose role allows rights to create and edit releases.

The **Points** field is read-only. This field displays the total number of points for all stories assigned to sprints in this release.

Note: You cannot select a **Default team** until the record is saved.

4. Click **Submit**.

Related lists appear for products, sprints, stories, and teams. Using these lists, you can:

- Add existing products or create a new ones.
- Create sprints
- Create stories (requires a product)
- Add an existing team or create a new one

Products (1) Sprints (1) Stories (5) Teams							
Stories ▾ New Rank Go to Number <input type="text"/> <input type="button" value="Q"/> 1 to 5 of 5							
Release = ResourceNow OS compatibility							
	Number	Short description	Priority	State	Epic	Sprint	Type
<input type="checkbox"/>	STRY0010028	Configure ResourceNow to work on Solaris	4 - Low	Draft	ResourceNow should be compatible with al...		Development
<input type="checkbox"/>	STRY0000032	Amend modules to work on Debian Linux 6	3 - Moderate	Draft	ResourceNow should be compatible with al...		Development
<input type="checkbox"/>	STRY0000031	Amend modules to work on Ubuntu Linux 13	3 - Moderate	Draft	ResourceNow should be compatible with al...		Development
<input type="checkbox"/>	STRY0000030	Amend modules to work on Mac OS X 10.8	3 - Moderate	Draft	ResourceNow should be compatible with al...		Development
<input type="checkbox"/>	STRY0000029	Amend modules to work on Windows 8	3 - Moderate	Draft	ResourceNow should be compatible with al...		Development
<input type="button" value="Actions on selected rows..."/> 1 to 5 of 5							

Ranking Stories

ServiceNow provides an optional plugin called Context Ranking, which enables all scrum users to manually sort a related list of stories by priority. A product owner or release planner uses this tool to establish the order in which he or she wants the stories worked. Stories ranked in a related list (in the Product, Release, and Sprint forms) appear in the same order in the planning board when the appropriate backlog is displayed. Conversely, stories ranked in the planning board appear in that order when viewed in the related list in the form. Users can switch the view in a Stories related list from ranked to any sort order without changing the ranking in the planning board.

To rank stories in a related list:

1. Ensure that the Context Ranking plugin is activated.
2. In the **Stories** related list, click **Rank**.

A dialog box appears, allowing you to arrange the stories in any order, such as by priority.

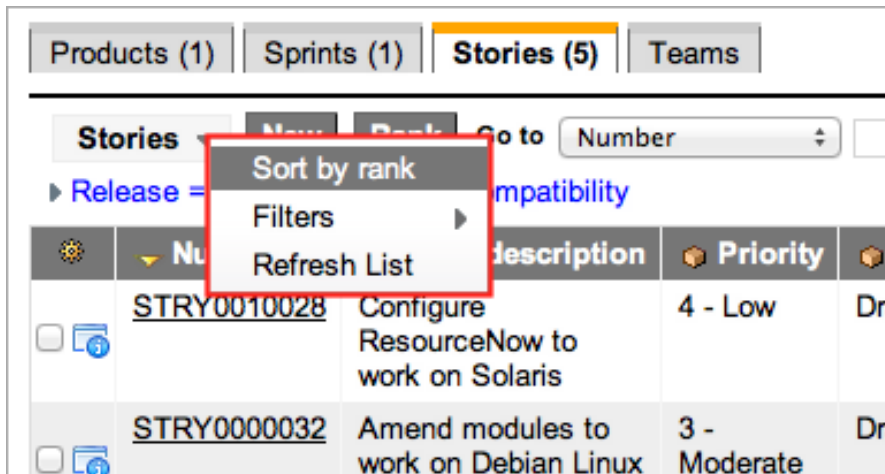
3. Click and drag each story into position using the handle icon to the left of the story number.

Rank					
Stories for SCRUM release "ResourceNow OS compatibility" [Ranking]					
Search <input type="text"/> <input type="button" value="Q"/> 1 to 5 of 5					
All > Release = ResourceNow OS compatibility					
<input type="button" value="⋮"/>	STRY0000029	Amend modules to work on Windows 8	3 - Moderate	Draft	Development
<input type="button" value="⋮"/>	STRY0000030	Amend modules to work on Mac OS X 10.8	3 - Moderate	Draft	Development
<input type="button" value="⋮"/>	STRY0000031	Amend modules to work on Ubuntu Linux 13	3 - Moderate	Draft	Development
<input type="button" value="⋮"/>	STRY0000032	Amend modules to work on Debian Linux 6	3 - Moderate	Draft	Development
<input type="button" value="⋮"/>	STRY0010028	Configure ResourceNow to work on Solaris	4 - Low	Draft	Development

4. When you are done, click the **X** in the upper right corner to close the list.

The **Stories** related list is not sorted by your ranking initially.

5. To view the related list in its ranked order, open the context menu from the related list and select **Sort by rank**.



6. To return the sort order of the list to an unranked state, click once in the heading of any column that contains data.

ServiceNow uses this ranked list to display the appropriate backlog in the planning board. For example, if you rank stories in the **Stories** related list in the Release form, the release backlog in the planning board uses the same ranking to display the stories. Conversely, scrum masters, product owners, and release planners can create a new ranking order for the **Stories** related list by rearranging the list of stories in the planning board.

Managing Teams

The SDLC Scrum Process allows you to manage team resources easily. Users with the `scrum_master` and `scrum_product_owner` roles can create teams, add members and groups, and estimate the effort each team member can contribute, measured in points, for each sprint period. Use burn down charts and velocity charts to help track the progress and effort of a team working on a release.

The team assigned to a release is considered the default team for that release. Team members are automatically assigned to associated sprints unless a different team is assigned directly to that sprint.

Creating a Team

To create a team and add individual members:

1. Navigate to **SDLC (Scrum Process) > Planning > Open Releases** and open an existing release.
2. In the **Teams** related list, click **New**.

3. Enter a descriptive team name in the **Name** field.

The **Release** field displays the release name automatically.

- Right-click in the form header and select **Save** from the context menu.

The **Release team members** related list appears.

- Click **New** in the related list.

The Release team member form appears.

- Select a user from the list of users with scrum roles.
- Enter the user's sprint capacity in points.
- Click **Submit**.

- Repeat this procedure to add more members.

As you add members, the **Points** field updates to show the team capacity for a sprint.

Name	Default sprint points
Antione Mcclarey	10
Eva Seahorn	12
John Retak	10
Sadie Rowlett	11

Assigning Members of a Group to a Team

- Navigate to **SDLC (Scrum Process) > Planning > Open Releases** and open the release.
- In the **Teams** related list, click the reference icon to open the appropriate team.
- Under **Related Links**, click **Add Group Members** to display the groups with the scrum_user role.

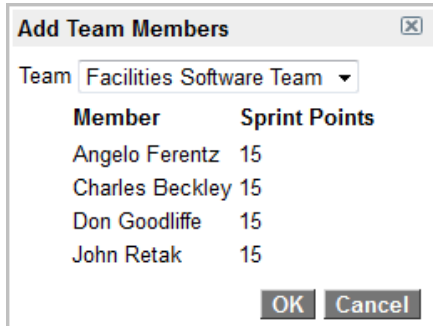
- Select a group and click **OK**.

The group members are added to the list of team members.

Adding Team Members

Use this option to move all members from one team to another for a particular release. Ensure that the team added to a release is not involved in other sprint work. This action is release-specific and does not permanently change the team assignments.

1. On the Team form, click **Add Team Members** under **Related Links**.
2. An **Add Team Members** dialog box lists the release teams currently defined.
3. Select a release team to see a list of that team's members and the default sprint points assigned to each.



Member	Sprint Points
Angelo Ferentz	15
Charles Beckley	15
Don Goodliffe	15
John Retak	15

4. Click **OK**.

All the team members from the selected release team are added to the release and displayed in the **Release Team Members** related list. The platform applies all the points from all the members of the team being moved to the release.

Release Planning and Progress

Use the planning board to perform release planning activities, such as moving stories from a product backlog to a release backlog and from a release backlog to a sprint backlog.

Track the progress of a release and overall performance on the release burn down chart and velocity chart.

What Do I Do Next?

You are now ready to create sprints and assign stories from the release backlog to the sprints . For instructions, see Sprints in Scrum.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/concept/c_ReleasesInScrum.html

Sprints

Overview

Users with the `scrum_master` role can create sprints, which are the smallest units of time in the scrum development cycle. A sprint is executed by a team that might share members with other teams in other sprints. Velocity charts track the capabilities of teams over several sprints, helping to make estimates of team capacity more accurate over time.

Stories are added to a sprint in a planning meeting by the scrum master and the sprint team members and form the *sprint backlog*. The scrum master can add stories to the sprint from the story, release, and sprint records, or from the planning board.

For more Scrum term definitions, see SDLC Scrum Process.

Prerequisites

Before attempting to create sprints, ensure that you have created a release, a release backlog, and at least one team to work on the stories in that backlog. You cannot create a sprint without attaching it to a release.

For instructions on creating releases and release backlogs, see [Releases in Scrum](#).

For a complete list of Scrum Process tasks and links to the individual procedures, see [Scrum Process Flow](#).

Creating a Sprint

1. Open a new sprint from one of these locations:
 - Navigate to **SDLC (Scrum Process) > Planning > Open Sprints**.
 - Navigate to **SDLC (Scrum Process) > Planning > Open Releases** and select the **Sprints** related list.
2. Click **New**.
3. Complete the form using the values in the field definitions table.
4. Click **Submit**.

Field	Description
Release	[Required] Select the release to which the sprint belongs.
Story points	Displays the total points for all stories in the sprint. Story points are arbitrary measurements of the effort (not necessarily the time) required to complete a story, based on the estimates of scrum team members. The default number in this field is zero - change the number to ensure that Completed points and Team points are calculated correctly.
Completed points	Displays the total points for all non-canceled stories associated with the sprint. This is a read-only field that updates automatically as team members complete stories. When the sprint is complete, the completed points should equal the Story points value.
Team points	Displays the total points for all team members in the sprint. This number is the measurement of the team's capacity for this sprint.
State	Select the current state of the sprint. The default is Draft .
Planned start date	Select the date when sprint work is scheduled to begin.
Planned end date	Select the date when sprint work is scheduled to end. Sprints typically last 2 to 4 weeks and cannot occur outside the time limits of the release to which they are associated.
Team	Select a team for this sprint. The members of this team appear in the Sprint team members related list when the form is submitted.

Sprint [Scrum view] = Required field Submit

Number:	SPNT0010018	State:	Draft
Release:	ResourceNow browser compatibility	Planned start date:	2012-06-22 22:31:04
Story points:	0	Planned end date:	2012-07-05 22:31:19
Completed points:		Team:	Compatibility Testing
Team points:	0		
Short description:	Sprint 2 - Regression testing		
Description:	Regression test browser support		
Work notes:			

Submit

Creating Multiple Sprints

To save time, multiple sprints can be created together. This feature is available in the Calgary release.

If the sprint start and end dates are outside the release start and end dates, ServiceNow prompts you to change the release start and end dates appropriately.

1. Navigate to **SDLC (Scrum Process) > Planning > Open Releases**.
2. Select an open release.
3. Right-click the header bar and select **Add Sprints**.
4. Fill in the information.

The example shows Team A starting 6 sprints of 14 days each beginning October 1, 2012.

Add Sprints

Please enter the details for your sprints

Name:	Team A
Start date:	October 1, 2012
Duration (days):	14
Number of Sprints:	6
Starting at:	1

OK Cancel

5. Click **OK**.

Adding Stories

You can add an existing story to a sprint in the planning board. To create a new story from the Sprint form:

- 1. In the Sprint form, select the **Stories** related list.
- 2. Click **New**.

A new Story record appears with the **Sprint** and **Release** fields pre-populated.

- 3. Complete the form using the procedure in Creating a Story.

Ranking Stories

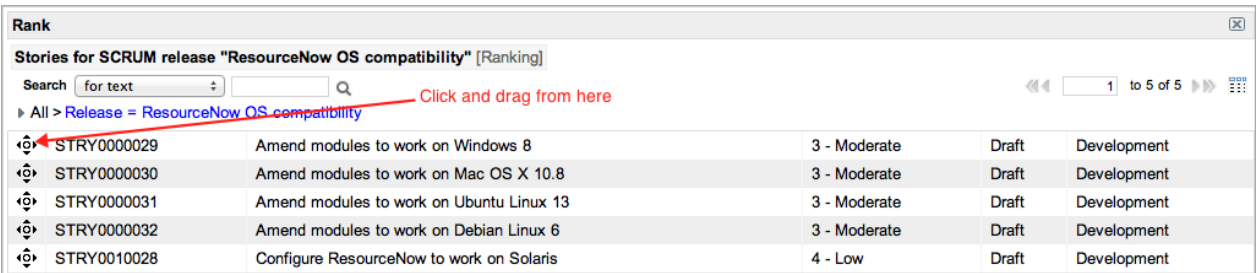
ServiceNow provides an optional plugin called Context Ranking, which enables all scrum users to manually sort a related list of stories by priority. A product owner or release planner uses this tool to establish the order in which he or she wants the stories worked. Stories ranked in a related list (in the Product, Release, and Sprint forms) appear in the same order in the planning board when the appropriate backlog is displayed. Conversely, stories ranked in the planning board appear in that order when viewed in the related list in the form. Users can switch the view in a Stories related list from ranked to any sort order without changing the ranking in the planning board.

To rank stories in a related list:

- 1. Ensure that the Context Ranking plugin is activated.
- 2. In the **Stories** related list, click **Rank**.

A dialog box appears, allowing you to arrange the stories in any order, such as by priority.

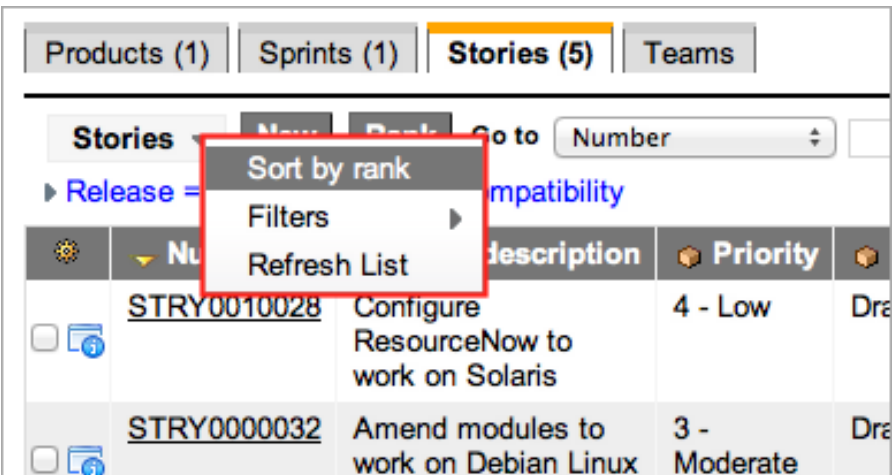
- 3. Click and drag each story into position using the handle icon to the left of the story number.



- 4. When you are done, click the **X** in the upper right corner to close the list.

The **Stories** related list is not sorted by your ranking initially.

- 5. To view the related list in its ranked order, open the context menu from the related list and select **Sort by rank**.



- 6. To return the sort order of the list to an unranked state, click once in the heading of any column that contains data.

ServiceNow uses this ranked list to display the appropriate backlog in the planning board. For example, if you rank stories in the **Stories** related list in the Release form, the release backlog in the planning board uses the

same ranking to display the stories. Conversely, scrum masters, product owners, and release planners can create a new ranking order for the **Stories** related list by rearranging the list of stories in the planning board.

Adding Team Members to a Sprint

You can add team members to a sprint and assign story points to each team member. These activities are usually performed by a user with the `scrum_master` role. If you do not assign team members directly to a sprint, ServiceNow checks the related release. If there is a default team assigned, those team members are assigned to the sprint.

1. Navigate to **SDLC (Scrum Process) > Planning > Open Sprints** and open the appropriate sprint record.
2. In the **Sprint team members** related list, click **New**.
3. In the **Name** field, select the team member to be added.
4. In the **Planned points** field, specify the number of story points this team member can contribute to the sprint.

5. Click **Submit**.
6. Repeat this procedure to add more team members.


Adding Scrum Roles to Team Members

Specifying a Scrum role for each team member helps define responsibilities and clearly identifies the scrum master and product owner on each team. This feature is available starting with the Calgary release.

Available Scrum roles are:

- Product Owner
- Scrum Master
- Developer
- QA
- Information Developer
- Support

To add a Scrum role to a release team member:

1. Navigate to **SDLC (Scrum Process) > Planning > Open Releases**.
2. Select a release.
3. In the **Teams** related list, click the reference icon () beside a team name.

Scrum release [Scrum view] [Update] [Delete]

Number: RLSE0000004
 State: Draft
 Points: 46

Planned start date: 2013-06-28 16:00:00
 Planned end date: 2013-09-27 17:00:00
 Assigned to: Don Goodliffe
 Default team:

Short description: Q4 Release
 Description: REC
 This is the fourth release for the year 2012.

Work notes: REC

Activity >>
 2012-12-29 01:18:09 System Administrator - Changed: Assigned to, Opened by
 Assigned to: Don Goodliffe
 Opened by: System Administrator

[Update] [Delete]

Related Links
[Planning Board](#)
[Burn Down Chart](#)
[Velocity Chart](#)

Products (1) | Sprints (3) | Stories (4) | **Teams (1)**

Teams > New Go to Name Q

Release = Q4 Release

Name	Points
Facilities Software Team	60

Team

Name: Facilities Software Team
 Release: Q4 Release
 Points: 60

- Find the user whose role you want to change and double-click in the corresponding **Scrum Role** column.
- Select a role and click the green check mark.

To add a Scrum role to a sprint team member:

- Navigate to **SDLC (Scrum Process) > Planning > Open Sprints**.
- Select a sprint.
- In the **Sprint team members** related list, find the user whose role you want to change and double-click in the corresponding **Scrum Role** column.
- Select a role and click the green check mark.

Managing and Tracking Sprints

Use the **Related Links** on the Sprint form to manage a sprint and track its progress.

- Add Sprint Members:** adds team members from a group that has the `scrum_user` role attached to it.
- Planning Board:** opens the planning board for this sprint and shows the related release backlog. You can move stories in or out of the sprint in the planning board, or rank the stories in the sprint in the sequence they should be worked.
- Story Progress Board:** opens the progress board for the stories in this sprint. Use the progress board to change the status of stories by dragging and dropping the story objects across the board. Edit stories directly by clicking the access icons on the story objects.
- Task Progress Board:** opens the progress board for the scrum tasks in this sprint. Use the progress board to change the status of these tasks by dragging and dropping task objects across the board. Edit tasks directly by clicking the access icons on the task objects.
- Team Velocity Chart:** displays a chart that calculates how much product backlog effort a team can handle over multiple sprints. Team capacity is measured with whatever units the organization prefers (such as points per sprint, hours per sprint, or stories per sprint).

- **Burn Down Chart:** displays a chart that compares ideal sprint progress with the actual progress of the team. The burn down chart helps the scrum master to make constant adjustments throughout the sprint to keep the team on track.

What Do I Do Next?

At this point, all the Scrum records for a sprint are created. You can manage the sprint process and add stories and team members to sprints during Sprint Planning.

Sprint Planning



Note: This article applies to Fuji and earlier releases. For more current information, see *Sprint Planning*^[1] at <http://docs.servicenow.com> **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

The ability to plan a sprint effectively relies on a well defined backlog that the team understands. The team should ask questions of the product owner to clarify areas they do not understand. Only after team members understand a story can they make an accurate estimate of the effort required to complete it.

The team makes its estimate based on a point system, which can have many interpretations. A common approach is to use points as a relative measurement, with a single point being the smallest amount of effort which can be attributed to a well understood story. The scrum master uses this concept as a baseline for estimating other stories.

Naturally, teams get better at estimating story points over time. A team that is able to estimate accurately is more effective in sprint planning. For example, a team that knows it can commit to 20 points in a sprint should add stories to the sprint backlog that total 20 points. The application does not restrict teams from over or under committing on story points. The planning board provides a gauge that compares the capacity of the team to the total story points required for the sprint.

Prerequisite Task

In the previous task, you created the sprints in which the work will be done. As a scrum sprint planner, you might have assigned stories to the sprints during the last task, or you might choose to create the *sprint backlog* in the planning board. Both methods accomplish the same goal, but the planning board provides better management tools for assembling sprints and tracking team capacity. For a complete list of the tasks required to use the Scrum Process and links to the necessary procedures, see Scrum Process Flow.

Planning Board

Your role determines the activities available on the planning board.

Role	Permission
scrum_release_planner	<ul style="list-style-type: none"> • Create, edit, and delete stories • Add scrum tasks • Update and delete releases • Move stories between a product backlog and a release backlog • Move stories between release backlogs
scrum_sprint_planner scrum_product_owner	<ul style="list-style-type: none"> • Create, update, and delete stories • Add scrum tasks • Update and delete sprints • Move stories between a release backlog and a sprint backlog • Move stories between sprint backlogs
scrum_master	<ul style="list-style-type: none"> • Create, update, and delete stories • Add scrum tasks

Accessing the Planning Board

You can access the planning board from the following locations:

- **SDLC (Scrum Process) > Planning > Planning Board.** When you access the planning board from the Application Navigator, the previously viewed planning board opens.
- **Related Links** section of a Release, Sprint, Story, or Task form.



Moving Stories

The planning board offers a drag-and-drop feature that allows users with the appropriate roles to move stories between backlogs and to rank stories by importance within a backlog. Moving a story to another backlog or editing a story updates the database accordingly. The graphical view in the planning board simplifies the job of assembling a sprint and tracking the effort required to complete the stories in the sprint.

Use the planning board to move stories:

- From a product backlog to release and sprint backlogs
- From one release backlog to another release backlog or to a sprint backlog
- From one sprint backlog to another sprint backlog.

Product Backlog to Release Backlog

1. Navigate to **SDLC (Scrum Process) > Planning > Planning Board.**
2. In the left pane context menu, select **Product backlog** and then select the name of the backlog to display.

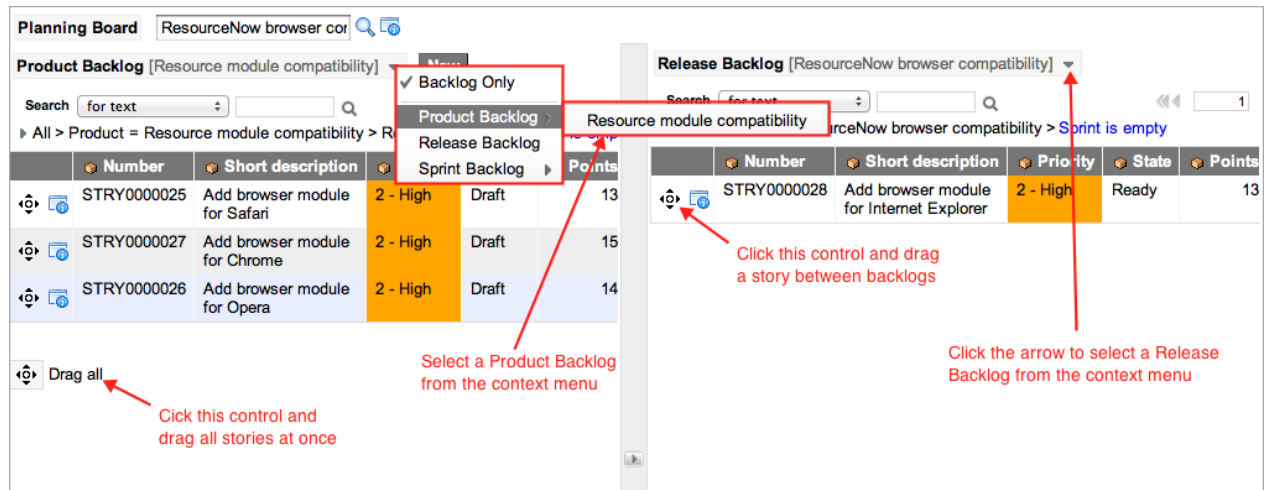
The stories from that backlog appear in the left pane.

3. Open the same context menu again and select **Backlog only** to display only those stories not yet moved from the product backlog to a release. Deselect **Backlog only** to show all the stories in the product backlog, including those already moved to a release backlog.
4. In the right pane context menu, select **Release backlog** and then select the name of the backlog to display.

5. Click the icon beside a story number in the product backlog (left pane) and drag the story to any location in the release backlog (right pane).
6. Drag the story to any position in the list using the same icon.

You can use this feature to rank stories in a backlog by importance.

7. To move all the stories at once, click the **Drag all** icon at the bottom of the pane.



8. To access the story progress board or the task progress board, select the appropriate option from a context menu opened from one of these locations:
 - Right-click a story in either pane.
 - Click the arrow in the backlog title of either pane.
9. To edit the Release form, click the arrow in the Release Backlog title in the right pane and select **Edit Release** from the context menu.

Release Backlog to Sprint Backlog

1. Navigate to **SDLC (Scrum Process) > Planning > Planning Board**.
2. In the left pane context menu, select **Release backlog** to display the stories that still need to be worked on for this release.
3. Open the same context menu again and select **Backlog only** to display only those stories not yet moved from the release backlog to a sprint. Deselect **Backlog only** to show all the stories in the release backlog, including those already moved to a sprint backlog.
4. In the right pane context menu, select **Sprint backlog** and then select the sprint to add the stories to.
5. Click the icon beside a story name in the release backlog (left pane) and drag the story to any location in the sprint backlog (right pane).
6. Drag the story to any position in the list using the same icon.

You can use this feature to rank stories in a backlog by importance.

7. To move all the stories at once, click the **Drag all** icon at the bottom of the pane.

The screenshot shows the Planning Board interface with two main panes: Release Backlog and Sprint Backlog. The Release Backlog pane on the left contains a table with columns: Number, Short description, Priority, and State. A context menu is open over a story, showing options: Backlog Only, Product Backlog, Release Backlog, Sprint Backlog, and Edit Release. Red arrows point to the 'Release Backlog' option in the menu and the story itself, with the text 'Select the Release Backlog from the context menu'. Another red arrow points to the 'Edit Release' option, with the text 'Open this release for edit'. The Sprint Backlog pane on the right shows a gauge for team capacity usage at 74% (56/75). A red arrow points to the gauge with the text 'Amount of team capacity being used'. Below the gauge is a table with columns: Number, Short description, Priority, State, and Points. The table contains four stories, all with a priority of '2 - High' and a state of 'Draft' or 'Ready'.

Number	Short description	Priority	State	Points
STRY0000024	A user wants to use the web interface on Firefox	2 - High	Draft	
STRY0000028	Add browser module for Internet Explorer	2 - High	Ready	
STRY0000025	Add browser module for Safari	2 - High	Draft	
STRY0000027	Add browser module for Chrome	2 - High	Draft	

8. To access the story progress board or the task progress board, select the appropriate option from a context menu opened from one of these locations:
 - Right-click a story in either pane.
 - Click the arrow in the backlog title of either pane.
9. To edit the Release form, click the arrow in the Release Backlog title in the left pane and select **Edit Release** from the context menu.
10. To edit the Sprint form, click the arrow in the Sprint Backlog title in the right pane and select **Edit Sprint** from the context menu.
11. Use the gauge in the upper portion of the right pane to ensure that the total story points in the sprint do not exceed the capacity of the team.

The gauge shows the percentage of the team's capacity that is committed and the number of points available against the total points of the release. When the team is working within its capacity, the gauge is blue, and the total committed percentage is less than 100%. **74% (56/75)** When the total points of the sprint exceed the team's capacity, the gauge turns red and displays a total committed percentage in excess of 100%.

108.1% (66/61) When the team is working at exactly 100% of its capacity, the gauge turns green.
100% (63/63)

What Do I Do Next?

After the scrum master establishes the sprint backlog in the planning board and makes sure the team capacity is sufficient, the sprint is ready for work. The team members manage their stories and tasks within the individual records or from a progress board.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/concept/c_SprintPlanning.html

Progress Boards

Overview

Progress boards allow scrum team members to update and track the progress of their stories and tasks in a sprint cycle from graphical, interactive interfaces. Progress boards contain editable objects for each story or task. Team members can perform the following functions from a progress board:

- Drag and drop stories or tasks between states.
- Update the story or task details directly on the progress board.
- Open the story or task record form in a pop-up window.
- Open the burn down chart in a pop-up window.
- Use context ranking to change the order of stories and tasks.
- Filter the stories and tasks to control which ones are shown.

Prerequisite Tasks

The progress boards display stories and scrum tasks that are part of the sprint backlog. The sprint backlog is created either when the sprint is created or in the planning board. Make sure that the team capacity is sufficient to complete the stories in a sprint. Adjust the team size, adjust the sprint backlog, or create additional sprints to ensure the successful completion of all the stories you have committed to finish. For a complete list of the tasks required to use the Scrum Process and links to the necessary procedures, see Scrum Process Flow.

Accessing a Progress Board

You must add stories to a sprint before the SDLC - Scrum Process application can display a story or task progress board. Access a progress board from the following locations:

- Right-click a record in any **Stories** or **Scrum Tasks** related list and select the appropriate progress board from the context menu.

Stories ▾NewRankEdit...Searchfor text

▶ Product = Resource module compatibility

	Number	Short description	Priority	State	Epic
	STRY0010000	Configure	4 - Low	Draft	ResourceNow should be con
	STRY0000		3 - Moderate	Draft	ResourceNow should be con
	STRY0000		3 - Moderate	Draft	ResourceNow should be con
	STRY0000		2 - High	Work in progress	ResourceNow should be con
	STRY0000		3 - Moderate	Draft	ResourceNow should be con
	STRY0000024	A user wants to use the web interface on Firefox	2 - High	Ready	ResourceNow should be con
	STRY0000025	Add browser module for Safari	2 - High	Ready for	ResourceNow should be con

Show Matching

Filter Out

Copy URL to Clipboard

Copy sys_id

Add Scrum Tasks

Planning Board

Assign Label

Task Progress Board

Story Progress Board

Assign to me

- Click the appropriate **Related Link** on a Story or Task form.

Related Records

Defect:

Enhancement:

Update Delete

Related Links

[Add Scrum Tasks](#)
[Planning Board](#)
[Story Progress Board](#)
[Task Progress Board](#)

Scrum Tasks (4)

Documentation Tasks

Scrum Tasks

New

Go to

Number

▶ Story = Add a module to allow simple editing of booking records

	Number	Short description
--	--------	-------------------

- Right-click a story record in the sprint backlog on the planning board and select **Story Progress Board** from the context menu.

Sprint Backlog [Sprint 1 - Browser compatibility]

74% (56/75)

Search

for text

1 to 4 of 4

▶ All > Sprint = Sprint 1 - Browser compatibility

	Number	Short description	Priority	State	Points
	STRY0000024	A user wants to use	2 - High	Ready	
	STRY00000		2 - High	Work in progress	
	STRY00000		2 - High	Ready for testing	
	STRY00000		2 - High	Ready	

Drag all

Show Matching
Filter Out
Copy URL to Clipboard
Copy sys_id
Add Scrum Tasks
Planning Board
Assign Label
Task Progress Board
Story Progress Board
Assign to me


Story Progress Board

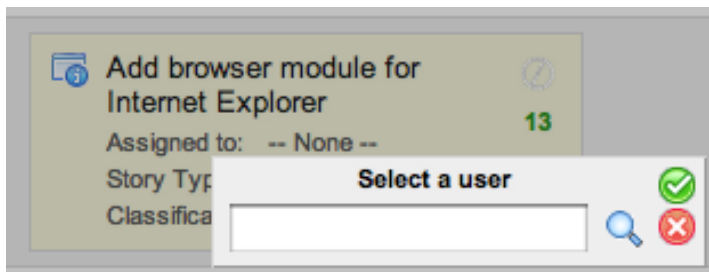
The story progress board helps track all the stories in a sprint toward completion. The progress board displays the contents of the sprint that contain the story from which the story board was launched. Each object on the progress board represents a story, which occupies a position in a **State** column. A story object contains the following information:


- **Short description:** a brief description of the development or activity.
- **Assigned to:** the team member working on the story.
- **Type:** whether this story relates to development or documentation or is a spike (that is, research activity).
- **Classification:** whether the story is for a defect or a feature.

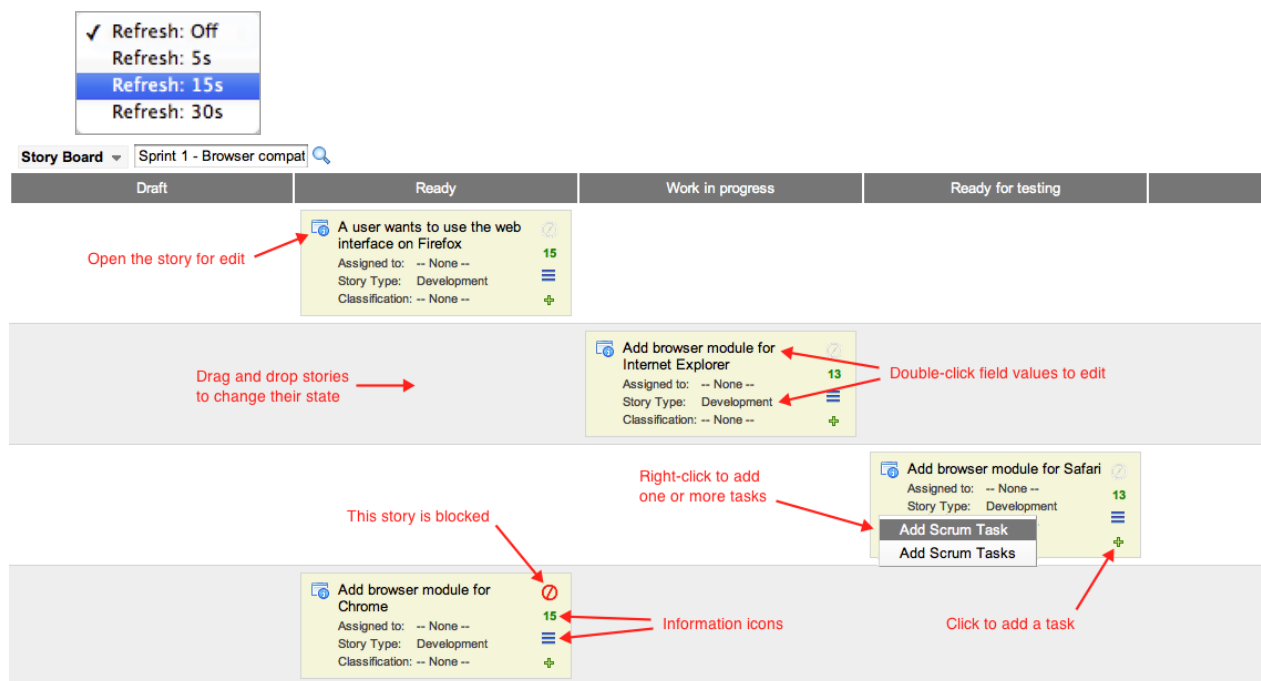
Managing Story Objects

To manage a story directly from the progress board, use the following controls:

- Click the reference icon () to open the story record in a pop-up window.
- Double-click a field value to edit it directly in the object.






- Drag and drop story objects between states as the work progresses.
- Click the green plus icon () or right-click in the object to add one or more tasks to the story. Refer to Creating Themes, Epics, Stories, and Tasks for instructions on adding multiple tasks to a story.
- Set the refresh rate for the progress board with the menu in upper right corner. This ensures that changes made by other team members are updated in the progress board regularly.



Story Object Icons

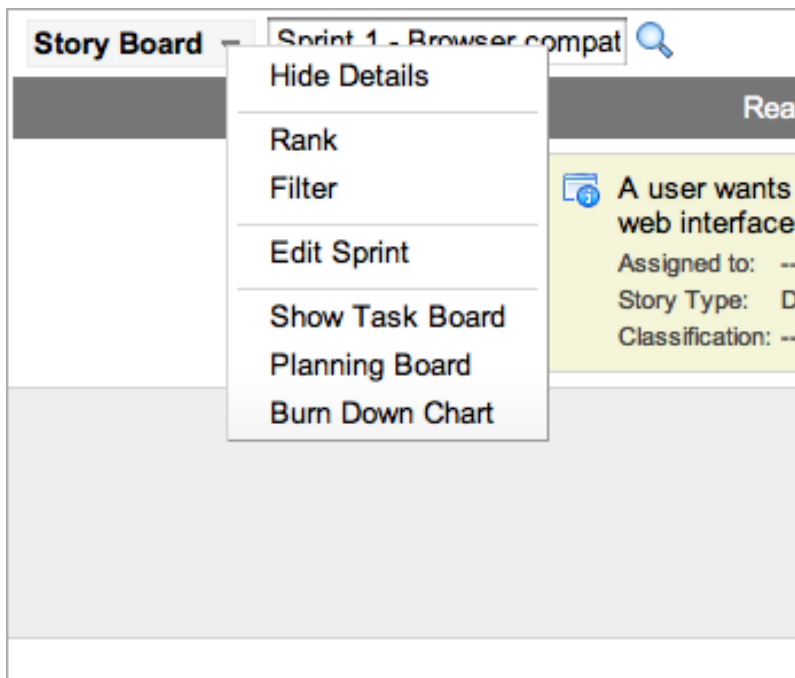
Icons on the story objects convey the following information:

- **Blocked or Unblocked** (): A red icon indicates that a blocking issue prevents the story from advancing to the next state. A faded icon indicates that no blocking issues prevent a state change. Click the icon to toggle between the two states. You must enter a reason when changing the story to a status of **Blocked**.
- **Points** (): The green number shows the points assigned to the story. Double-click to change the points.
- **Tasks** (): This icon appears if there are tasks associated with the story.

Story Context Menu

The story progress board context menu allows easy access to several actions.

- **Hide Details:** displays only the short descriptions of stories on the story progress board and hides field data. Use this control to reduce the space that each story occupies on the progress board. This setting is personal and does not affect other users' views of the progress board.
- **Rank:** enables you to sort stories to meet your needs. For more information, see Context Ranking.
- **Filter:** enables you to limit the stories shown based on **Blocked** status, **State**, **Assigned To**, **Story Type**, or **Classification**.
- **Edit Sprint:** opens the Sprint form in a pop-up window, allowing you to update the sprint as needed.
- **Show Task Board:** opens the task progress board for scrum tasks related to the stories in the story progress board.
- **Planning Board:** displays the planning board for the related sprint and release.
- **Burn Down Chart:** opens the burn down chart in a pop-up window, allowing you to track the actual and expected progress of sprints visually.



Task Progress Board

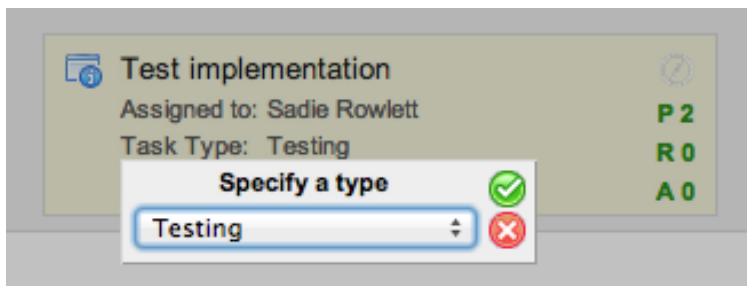
The task progress board offers a unified, interactive interface for manipulating and tracking the progress of tasks in a sprint cycle. The interface displays editable story objects in the left margin in the same row on the board as their dependent tasks. A task object contains the following information;

- **Short description:** a brief description of the work being done.
- **Assigned to:** the team member working on the task.
- **Type:** displays a task type of **Coding**, **Documentation**, or **Testing**.
- **Test Result:** shows the result of testing for this task: **Pass**, **Fail**, or **Skipped**. This field is only visible when the task type is **Testing**.

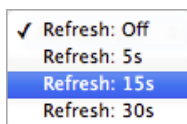
Managing Task Objects

All story objects in the sprint appear in the left pane. You can edit these objects directly with the procedures found in Managing Story Objects. To the right of each story object, in the same row, are task objects related to the story. Organize task objects by state and manage them directly from the progress board, using the following controls:

- Click the reference icon (🔗) to open the story or scrum task record in a pop-up window.
- Double-click a field value to edit it directly in the object. To edit a value in the hour displays (planned, remaining, or actual), double-click the hour number.







- Drag and drop task objects between states as the work progresses.
- Set the refresh rate for the progress board with the menu in upper right corner. This ensures that changes made by other team members are updated in the progress board regularly.



Task Board	Sprint 1 - Browser compat		
Stories 🔗 A user wants to use the web interface on Firefox Story State: Ready 15 Assigned to: -- None -- Story Type: Development Classification: -- None --	Draft 🔗 Test the implementation Assigned to: Buster Wubbel Task Type: Coding P 2 R 0 A 0	Ready 🔗 Code the Firefox API Assigned to: Antone Mcclary Task Type: Coding P 8 R 0 A 0 This task is blocked	Work in progress
🔗 Add browser module for Internet Explorer Story State: Work in progress 13 Assigned to: -- None -- Story Type: Development Classification: Feature	Open the task for edit → 🔗 Code IE API Assigned to: Sadie Rowlett Task Type: Coding P 6 R 0 A 0 Double-click field values to edit →	Planned hours Remaining hours Actual hours Drag and drop tasks to change their state →	
🔗 Add browser module for Safari Story State: Ready for testing 13 Assigned to: -- None -- Story Type: Development Classification: -- None --			

Task Object Icons

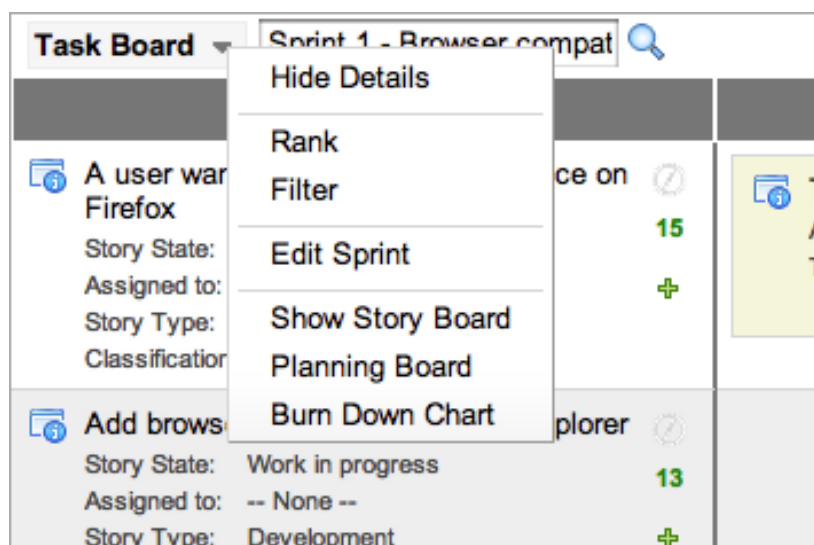
Icons on the task objects convey the following information:

- **Blocked or Unblocked** (): indicates whether the task can be advanced to the next state or an issue is blocking progress. Click the icon to toggle between the two states. You must enter a reason when changing the task to a status of **Blocked**.
- **Planned Hours** (): shows the estimated time required to complete the task. Double-click to edit.
- **Remaining Hours** (): shows the estimated time remaining to complete the task. Double-click to edit.
- **Actual Hours** (): shows the actual time it took to complete the task. Double-click to edit.

Task Context Menu

The task progress board context menu allows easy access to several actions.

- **Hide Details:** displays only the short descriptions of stories and tasks on the task progress board and hides field data.
- **Rank:** enables you to sort stories to meet your needs. For more information, see Context Ranking.
- **Filter:** enables you to filter the stories and tasks shown based on **Blocked** status, **State**, **Assigned To**, **Story Type**, **Classification**, or **Task Type**.
- **Edit Sprint:** opens the Sprint form in a pop-up window, allowing you to update the sprint as needed.
- **Show Story Board:** opens the story progress board for stories in this sprint.
- **Planning Board:** displays the planning board for the related sprint and release.
- **Burn Down Chart:** opens the burn down chart in a pop-up window, allowing you to track the actual and expected progress of sprints visually.



What Do I Do Next?

As the sprint progresses, you can create reports on the progress of the sprint or the capacity of the release teams. See Scrum Charts for instructions on viewing the charts included with the SDLC - Scrum Process Pack.

Scrum Charts



Note: This article applies to Fuji and earlier releases. For more current information, see *Scrum Charts*^[1] at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

The Scrum Process Pack provides two charts that track sprint performance:

- The velocity chart: shows the estimated effort (in story points) delivered across multiple sprints by a release team. This view gives the scrum master an idea of the general capacity of the team over time and allows for more accurate sprint planning.
- The burndown chart: shows the ideal progress of a release or a sprint from start to finish compared with the actual daily progress. These measurements help a scrum master to manage the release and the sprints more efficiently from day to day and to head off major issues. A story burndown chart is available.

Prerequisites

At this stage you should have planned the sprints for a release and completed at least one sprint. You can only view velocity charts for completed sprints. Burndown charts can be used to track sprints in progress or for sprint retrospectives. For a complete list of the tasks required to use the Scrum Process and links to the necessary procedures, see Scrum Process Flow.

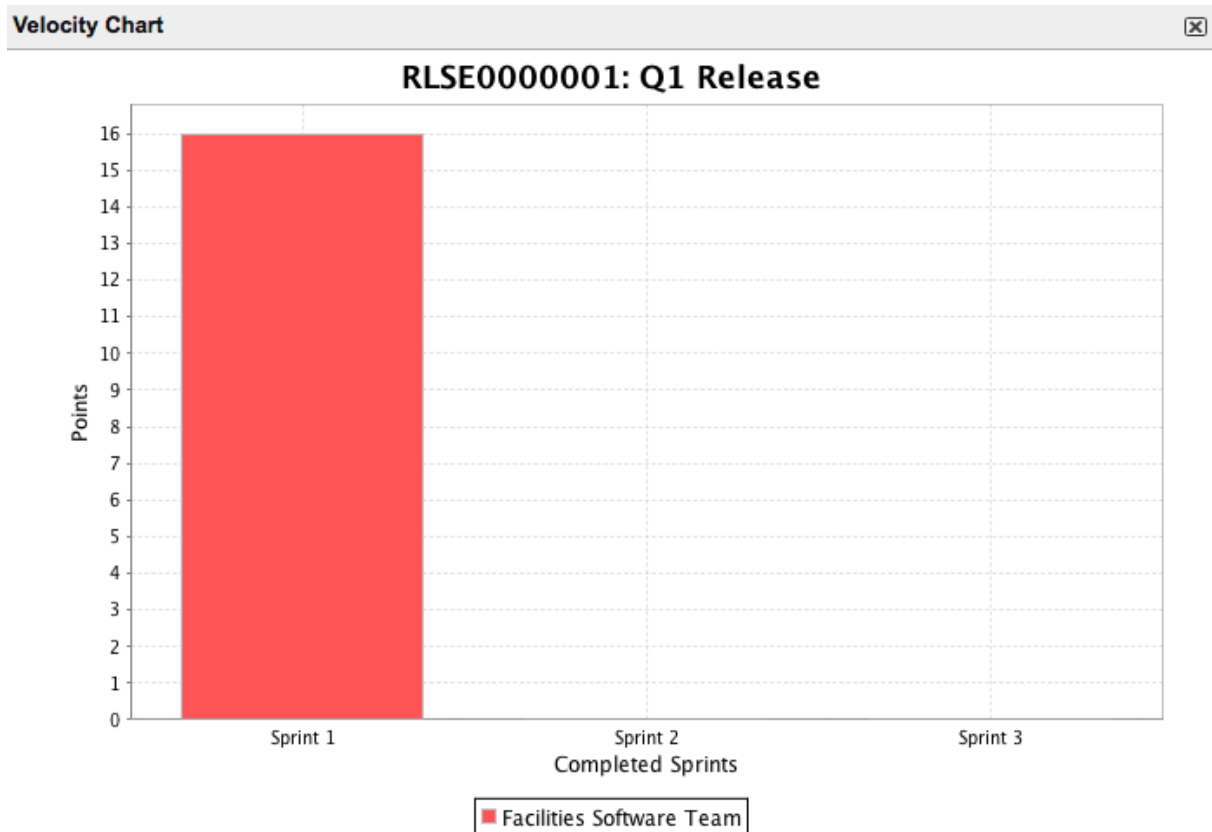
Velocity Charts

The velocity chart can help determine how many points worth of work can be completed per sprint for a given team, if the team composition and sprint duration remain the same. Story point estimates must be accurate for velocity calculation to be meaningful. You can create velocity charts for completed releases or sprints.

Release Charts

Velocity charts for releases display team performance across the sprints in a specific release.

1. Navigate to **SDLC (Scrum Process) > Planning > Open Releases**.
2. Open the appropriate release.
3. Under **Related Links**, click **Velocity Chart**.

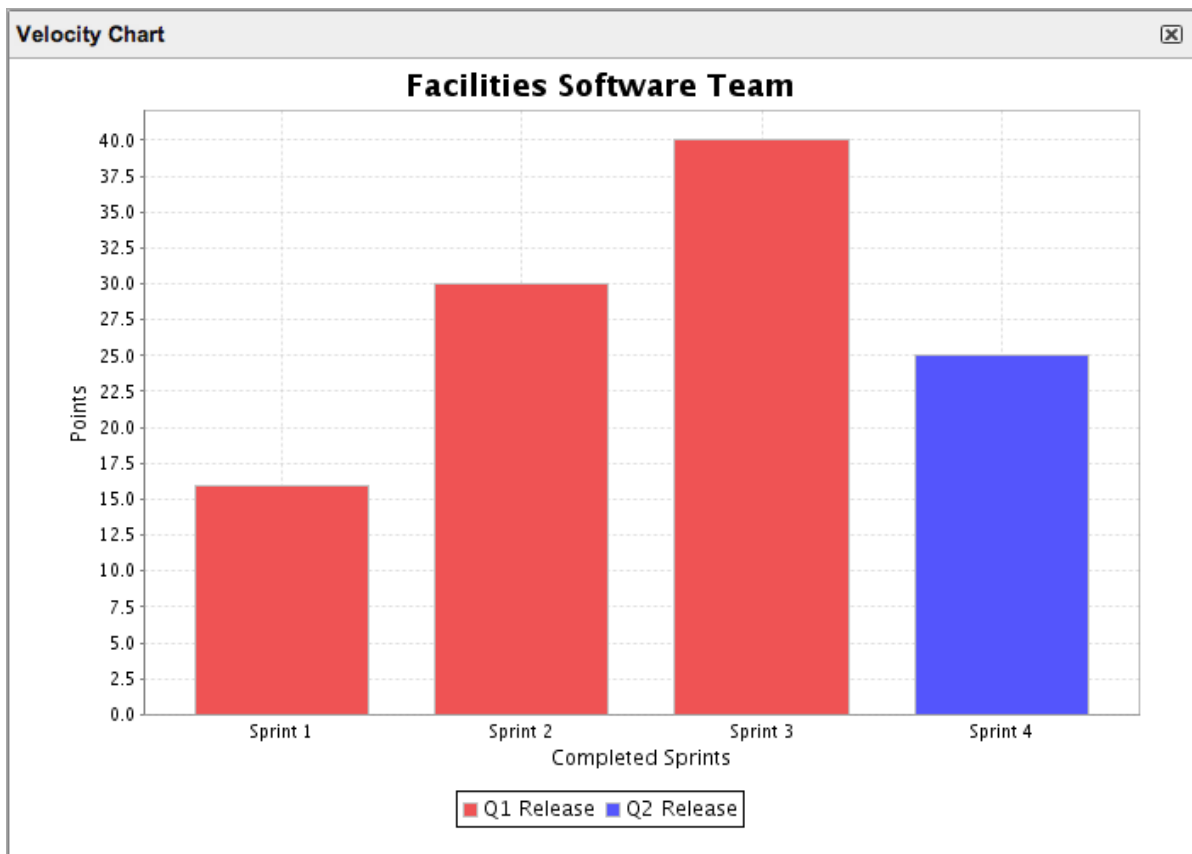


This example velocity chart displays the estimate of effort for the Facilities Software Team for the completed sprints in the Q1 release. The X-axis shows the completed sprints and the Y-axis shows the estimate of effort expressed in points.

Team Charts

A team velocity chart shows the effort (as points) for a specific team against multiple sprints and multiple releases. To understand how the team actually performed, compare team capacity against performance. You can generate team velocity charts from the form of a completed sprint or a current sprint. However, the chart only displays completed sprints for that team. The link for generating team velocity charts only appears on a form if the sprint has an assigned team. To view completed sprints, navigate to **SDLC (Scrum Process) > Planning > Open Sprints** and click **All** in the filter condition breadcrumbs at the top of the list.

1. Navigate to **SDLC (Scrum Process) > Planning > Open Sprints**.
2. Open any sprint to which the target team is assigned.
3. Under **Related Links**, click **Team Velocity Chart**.



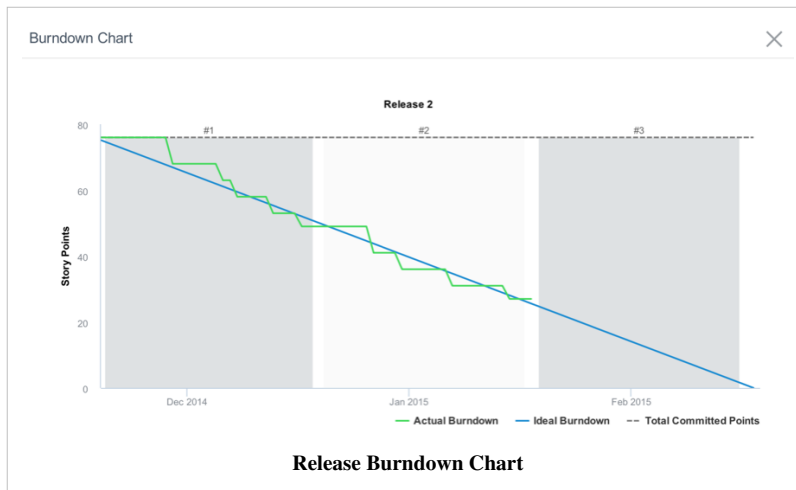
Burndown Charts

Burndown charts compare expected progress against actual progress for releases and sprints. These charts can help identify unexpected problems that may be affecting progress. Users with the `scrum_admin` or `scrum_user` roles can view burndown chart information.

Fuji Release

Release Burndown Chart

1. Navigate to **SDLC > Planning > Open Releases**.
2. Open the desired release.
3. Click the **Burndown Chart** related link.



The blue line in the release burndown chart represents the ideal progress for the release from start to finish. The green line represents the actual progress made by the scrum team during the sprints in this release. Team progress below the blue line shows where activity surpassed the ideal slope as team members made more progress in the release than expected. The upward spikes indicate the introduction of additional work (points) into the release and the flat

spots indicate a lack of work, perhaps caused by a blocking issue.

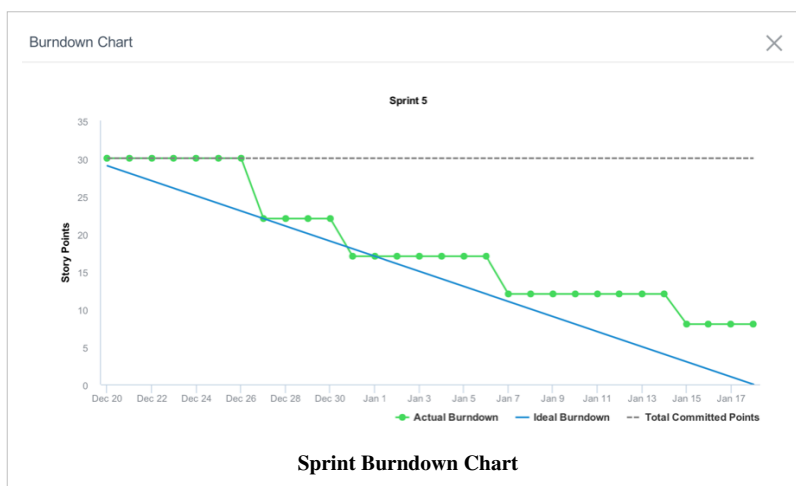
- Pointing to any location along either the blue or the green line in a release burndown chart displays a pop-up window with the date and the number of story points at that point in time.
- Clicking anywhere in a vertical column that represents a sprint in the release displays the burndown chart for that sprint.
- Clicking the **Back to all sprints** link at the top of the sprint burndown chart takes you back to the release burndown chart.



Note: The burndown chart in the Fuji release is available on IE 9 and later versions, as well as all other supported browsers. Users with older versions of IE will see the burndown chart available in the Eureka release.

Sprint Burndown Chart

1. Navigate to **SDLC > Planning > Open Sprints**.
2. Open the desired sprint.
3. Click the **Burndown Chart** related link.



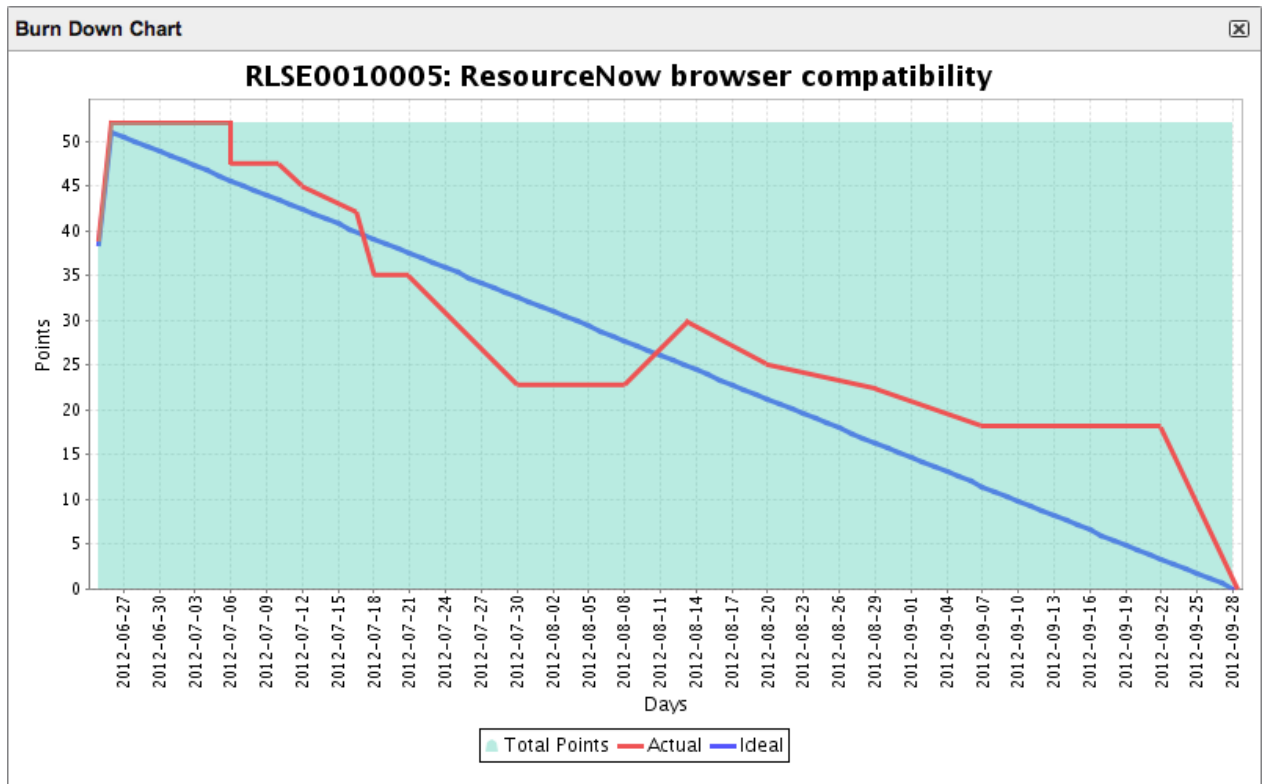
The blue line in the sprint burndown chart represents the ideal progress for the sprint from start to finish. The green line represents the actual progress made by the scrum team during the sprint. Team progress below the blue line shows where activity surpassed the ideal slope as team members completed more story points than expected. The upward slope indicates the introduction of additional work (points) into the sprint, perhaps because of an unexpected task.

Pointing to any location along either the blue or the green line in a sprint burndown chart displays a pop-up window with the date and the number of story points at that point in time.

Eureka and Prior Releases

Release - Burn Down Chart

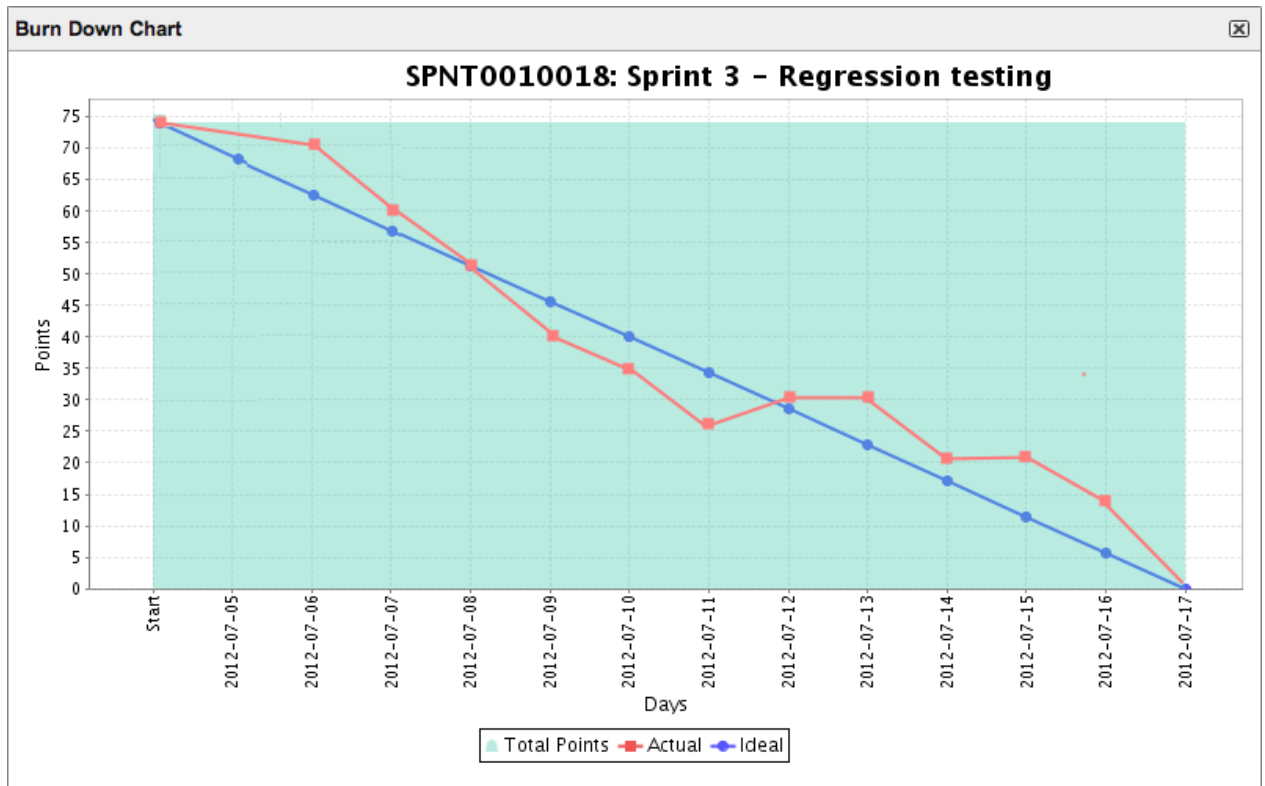
1. Navigate to **SDLC (Scrum Process) > Planning > Open Releases**.
2. Open the appropriate release.
3. Under **Related Links**, click **Burn Down Chart**.



In this example story burn down chart, the blue line represents the ideal progress for the release from start to finish. The red line is the actual progress the scrum team made during the sprints in this release. Team progress below the blue line shows where team activity surpassed the ideal slope as the team members made more progress in the release than expected. The upward spikes indicate the introduction of additional work (points) into the release, and the flat spots indicate a lack of work, perhaps caused by a blocking issue. When the team got back to work in the final sprint, they had to rush to meet the deadline.

Sprint - Story Burn Down Charts

1. Navigate to **SDLC (Scrum Process) > Planning > Open Sprints**.
2. Open the appropriate sprint.
3. Under **Related Links**, click **Burn Down Chart**.



In this example story burn down chart, the blue line represents the ideal progress for the sprint from start to finish. The red line is the actual progress the scrum team made during the sprint. Team progress below the blue line shows where team activity surpassed the ideal slope as team members completed more story points than expected. The upward slope indicates the introduction of additional work (points) into the sprint, perhaps because of an unexpected task. The team was blocked for two separate days toward the end of the sprint and then had to complete 15 points of work in the final day.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/concept/c_ScrumCharts.html

Enhancement Requests



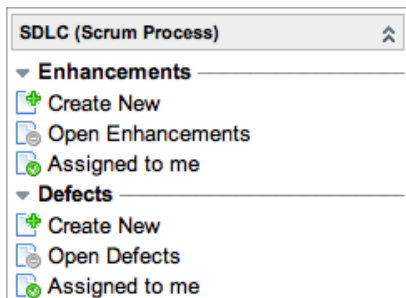
Note: This article applies to Fuji and earlier releases. For more current information, see *Enhancement Requests*^[1] at <http://docs.servicenow.com>. **The ServiceNow Wiki is no longer being updated. Visit <http://docs.servicenow.com> for the latest product documentation.**

Overview

ServiceNow users with a special, non-scrum role can create enhancement requests within the SDLC Scrum Process Pack application. A scrum product owner reviews these requests and decides whether or not to create one or more user stories. Scrum users with the proper roles can edit and manage the stories and their backlogs from the **Stories** related list in the Enhancements form. A user without scrum roles who submits an enhancement request cannot see other Scrum Process Pack modules or the stories attached to the enhancement request.

Required Role

The ServiceNow administrator must grant the `feature_user` role to all users who are expected to open enhancement requests in the SDLC Scrum Process application. This role does not embed inherited roles and is not added by any other role. Users with this role can only access the Enhancements and Defects modules in the Scrum Process Pack application.



Creating an Enhancement Request

1. Navigate to **SDLC (Scrum Process) > Enhancements > Create New**.
2. Complete the form and adjust the priority if necessary.
3. If possible, select an assignment group and assign a user.

4. Click **Submit**.

Several related lists appear on the form, including one for stories.

Creating a Story from an Enhancement

The scrum product owner reviews enhancement requests (**SDLC (Scrum Process) > Enhancements > Open Enhancements**) and decides which ones require stories.

1. Navigate to **SDLC (Scrum Process) > Stories > Create New**.
2. Complete the form using the procedure for creating stories in scrum.
3. Select the **Related Records** tab.
4. Click the magnifier icon in the **Enhancement** field and select the request for this story.
5. Click **Submit**.

Story [Scrum view] = Required field Submit

Number: STRY0010012

Product: Scrum Process Pack

Configuration item:

Theme:

Product owner: Eva Seahorn

Release: July release

Sprint: Sprint 1 - Platform Updates

Epic:

Priority: 3 - Moderate

Short description: Users want to be able to edit the Ranking Definition form

Description: Currently, the Ranking Definition form cannot be edited after it has been submitted. Users wanting to change any field value except the Attribute field must delete the record and recreate it with the changes.

Acceptance criteria: Edit the Ranking Definition form without having to recreate it.

Notes **Related Records**

Related Records

Defect:

Enhancement: ENHC0010003

Submit

Associate this story with an enhancement request

Viewing Stories from the Enhancement Request

Users with any scrum role (except scrum_user) can view and edit stories in the **Stories** related list or rank the stories by priority. The best practice, however, is to use the Enhancement request as an entry point into the SDLC Scrum Process application and manage story elements with the Scrum Process Flow.

Release Tasks

Documentation Tasks

Testing Tasks

Stories (1)

Stories

Go to

Number

1

to 1 of 1

Edit the list

Enhancement = ENHC0010003

Number	Short description	Priority	State	Epic	Sprint	Release	Type	Product	Product owner
STRY0010012	Users want to be able to edit the Ranking Definition form	3 - Moderate	Work in progress		Platform Updates	July release	Development	Scrum Process Pack	Eva Seahorn

Open related scrum records

Actions on selected rows...

1 to 1 of 1

The platform conceals stories in the related list from users without a scrum role.



Ranking Stories

ServiceNow provides an optional plugin called Context Ranking, which enables users with the `scrum_product_owner` role or the `scrum_release_planner` role to manually sort a related list of stories by priority. This establishes the order in which the scrum master or release planner wants the stories worked. Stories ranked in a related list appear in the same order in the planning board when the appropriate backlog is displayed. Conversely, stories ranked in the planning board appear in that order when viewed in the related list in the form. Users can switch the view in a Stories related list from ranked to any sort order without changing the ranking in the planning board.

Configuration

1. Ensure that the Context Ranking plugin is activated.
To activate the plugin, make a request to ServiceNow Technical Support using the **Request Plugin Activation** module from HI ^[2].
2. Navigate to **System Definition > Ranking Definitions**.
3. Click **New**.
4. Complete the form with the following values:
 - **Name:** Descriptive name, such as **Enhancement stories**.
 - **Record table:** Story [`rm_story`]
 - **Context column:** **Enhancement**
5. Click **Submit**.

The platform automatically populates the fields on the bottom of the form. With the exception of the **Attribute** field, the form is read-only at this point.

Ranking Definition

= Required field

UpdateDelete

Name:Enhancement stories

Record table:Story [rm_story]

Context column:Enhancement

Relationship table:-- None --

Relationship column:

Attributes:

Index column:enhancement_index

Rank ui action:Rank


Context menu item:Sort by rank

UpdateDelete

Ranking a List

1. In the **Stories** related list, click **Rank** to sort the stories according to priority.

A dialog box appears, allowing you to sort the stories in any order.

2. Click and drag each story into position using the handle icon () to the left of the story number.
3. Close the list using the **X** in the upper right corner when you are done.

The related list of stories is not sorted by your ranking initially.

4. To view the related list in its ranked order, open the context menu from the related list and select **Sort by rank**.
5. To return the sort order of the list to an unranked state, click once in the heading of any column that contains data.

References

- [1] https://docs.servicenow.com/bundle/jakarta-it-business-management/page/product/sdlc-scrum/concept/c_EnhancementRequestsInScrum.html
- [2] https://hi.service-now.com/nav_to.do?uri=com.glideapp.servicecatalog_cat_item_view.do?syparm_id=891f088e465667e234a3cb52ffa1d299

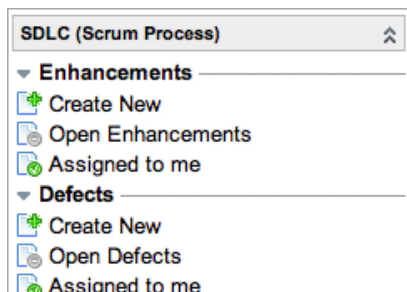
Defect Reports

Overview

ServiceNow users with a special, non-scrum role can create defect reports within the SDLC (Scrum Process) application. A scrum product owner reviews these reports and decides whether or not to create user stories for them. Scrum users with the proper roles can edit and manage the stories and their backlogs from the **Stories** related list in the Defects form. A user without scrum roles who submits a defect report cannot see other Scrum Process Pack modules or the stories attached to the defect report.

Required Role

The ServiceNow administrator must grant the feature_user role to all users who are expected to open defect reports in the SDLC (Scrum Process) application. This role does not embed inherited roles and is not added by any other role. Users with this role can only access the Enhancements and Defects modules in the Scrum Process Pack application.



Creating a Defect Report

1. Navigate to **SDLC (Scrum Process) > Defects > Create New**.
2. Complete the form and adjust the priority if necessary.
3. If possible, select an assignment group and assign a user.

Defect [Scrum view] Submit

Number: DFCT0010003

Configuration item:

Priority: 2 - High

State: Draft

Assignment group: Virtual server provisioners

Assigned to: Byron Fortuna

Short description: Virtual server requests are using the wrong template.

Description:
User requests from the Service Catalog for virtual servers are using the wrong templates and creating virtual machines with the wrong characteristics.

Work notes:

Submit

4. Click **Submit**.

Several related lists appear on the form, including one for stories.

Creating a Story from a Defect

The scrum product owner reviews defect reports (**SDLC (Scrum Process) > Defects > Open Defects**) and decides which ones require stories.

1. Navigate to **SDLC (Scrum Process) > Stories > Create New**.
2. Complete the form using the procedure for creating stories in scrum.
3. Select the **Related Records** tab.
4. Click the magnifier icon in the **Defects** field and select the report for this story.
5. Click **Submit**.

Story [Scrum view] = Required field

Number:STRY0010052

Product:VMware

Configuration item:

Theme:

Product owner:Alyssa Biasotti

Release:Service Pack 5

Sprint:Sprint 4B - VMware issues

Epic:

Priority:2 - High

Short description:Ensure that the proper virtual server template is used for requests

Description:REGThe Service Catalog does not always use the correct template when provisioning requests for virtual servers.

Acceptance criteria:

Work notes:REG

Opened:2012-06-29 00:28:22

Opened by:System Administrator

Type:Development

State:Draft

Points:

Assigned to:

Blocked:

Classification:Defect

Defect:DFCT0010002

Enhancement:

Submit

Associate this story with a defect report

Viewing Stories from the Defect Report

Users with any scrum role (except scrum_user) can view and edit stories in the **Stories** related list or rank the stories by priority. The best practice, however, is to use the Defect record as an entry point into the SDLC Scrum Process Pack and manage story elements in the Scrum Process Flow.

Documentation TasksTesting Tasks**Stories (1)**

Stories Search for text

Defect = DFCT0010002

	Number	Short description	Priority		Sprint	Release	Type	Product
	STRY0010052	Ensure that the proper virtual server template is used for requests	2 - High	<div>Testing Ready for testing Draft Ready ✓ Work in progress Complete Cancelled</div>	- VMware issues	Service Pack 5	Development	VMware

Actions on selected rows...

Edit the list

Open related scrum records

The platform conceals stories in the related list from users without a scrum role.

Documentation TasksTesting Tasks**Stories (1)**

Stories Go to Number

Defect = DFCT0010002

	Number	Short description	Priority	State	Epic	Sprint	Release	Type	Product
Number of rows removed from this list by Security constraints: 1									

Actions on selected rows...

1 to 1 of 1

Ranking Stories

ServiceNow provides an optional plugin called Context Ranking, which enables users with the `scrum_product_owner` role or the `scrum_release_planner` role to manually sort a related list of stories by priority. This establishes the order in which the scrum master or release planner wants the stories worked. Stories ranked in a related list appear in the same order in the planning board when the appropriate backlog is displayed. Conversely, stories ranked in the planning board appear in that order when viewed in the related list in the form. Users can switch the view in a Stories related list from ranked to any sort order without changing the ranking in the planning board.

Configuration

1. Ensure that the Context Ranking plugin is activated.
To activate the plugin, make a request to ServiceNow Technical Support using the **Request Plugin Activation** module from HI ^[2].
2. Navigate to **System Definition > Ranking Definitions**.
3. Click **New**.
4. Complete the form with the following values:
 - **Name:** Descriptive name, such as **Defect stories**.
 - **Record table:** Story [`rm_story`]
 - **Context column:** Defect
5. Click **Submit**.

The platform automatically populates the fields on the bottom of the form. With the exception of the **Attribute** field, the form is read-only at this point.

Ranking Definition = Required field

Name: Defect stories

Record table: Story [`rm_story`]

Context column: Defect

Relationship table: -- None --

Relationship column:

Attributes:


Index column: defect_index

Rank ui action: Rank

Context menu item: Sort by rank

Update **Delete**

Ranking a List

1. In the **Stories** related list, click **Rank** to sort the stories according to priority.
A dialog box appears, allowing you to sort the stories in any order.
2. Click and drag each story into position using the handle icon () to the left of the story number.
3. Close the list using the **X** in the upper right corner when you are done.
The related list of stories is not sorted by your ranking initially.
4. To view the related list in its ranked order, open the context menu from the related list and select **Sort by rank**.
5. To return the sort order of the list to an unranked state, click once in the heading of any column that contains data.

Related Topics

Context Ranking



Note: The latest release that this documentation applies to is Fuji. For documentation on the Geneva release, see *Context ranking* ^[1]. Documentation for later releases is also on docs.servicenow.com ^[2].

Overview

Context ranking allows a user to sort a collection of records preferentially, that is, independently of the attributes of those records. For example, a Customer Support manager might organize a list of incidents in the order he wants a technician to work on the tasks. Creating such an arbitrary list with a list filter is not possible.

Context Ranking is available starting with the Calgary release.

Activating the Plugin

You must activate the Context Ranking plugin to use the ranking features.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

If the plugin depends on other plugins, these plugins are listed along with their activation status.

3. [Optional] If available, select the **Load demo data** check box.

Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.

4. Click **Activate**.

Creating a Ranking Definition

Enable context ranking for a related list by creating a *ranking definition*.

1. Navigate to **System Definition > Ranking Definitions**.
2. Click **New**.
3. Enter a **Name** for the ranking definition.
4. In the **Record table** field, select the table for which ranking is enabled.

This is the table of the records in the ranked related list. For example, to enable ranking for a related list of incidents in the Problem form, select the Incident [incident] table.

5. In the **Context column** field, select the reference column providing the context in which ranking is to be performed.

The *context* in this case is the form in which the related list appears and not a table name. For example, a related list with a **Record table** of Incident [incident] can have a number of contexts, including the **Problem**

form or a **Configuration item** form.

6. Complete the relationship-based fields if the ranking is to be performed on a related list that is defined by a relationship.
 - **Relationship table:** select the table forming the other side of the relationship. In the case of the ranking definition for **Product stories** in scrum, you might use the Product Model [cmdb_model] table.
 - **Relationship column:** select the column from the relationship table to compare with the context column. To avoid adding a related list of user stories to the Product Model [cmdb_model] table, you might use the **Sys ID** column, which defines a subclass of the Product Model table (cmdb_model.sys_id).
7. In the **Attributes** field, enter attributes to change and restrict the contents of the Rank dialog box, as appropriate.
 - **visible_columns:** a semi-colon separated list of columns to be displayed in the Rank dialog box. If not specified, the Rank dialog box uses the default view of the related list you selected in the **Record table** field.
 - **extra_conditions:** an encoded query to restrict the records shown in the Rank dialog box. For example, the query `extra_conditions=^state!=7` displays all incidents whose state is not **Closed**. If not specified, the Rank dialog box shows all records for the relationship.
8. Click **Submit**.

ServiceNow completes these read-only fields automatically.

- **Index column**
- **Rank ui action**
- **Context menu item**



Note: After you submit a ranking definition, only the **Attributes** field can be edited. If additional changes are required, delete the record and create a new one with the revised settings.

Update Sets and Context Ranking

ServiceNow does not generate indexes for ranking definitions inserted into the database by an update set. To use a ranking definition inserted by an update set, you must generate the indexes manually. To generate indexes, open the Ranking Definition form and click **Generate Indexes**.

Ranking a List

After you create a ranking definition for a table, related lists based on that table and context include options for ranking the list and displaying the list by rank.

To set the preferential order of records:

1. Click the **Rank** button in the related list to reorder the records.

Incidents (5) | Problem Tasks

Incidents ▾ New Rank Edit... Go to Number 🔍

Problem = PRB0000011

Click Rank to sort the list of records by any criteria.

	Number	Caller	Short description	Category	Priority	State	Assignment group	Assigned to
<input type="checkbox"/>	INC0000055	Carol Coughlin	SAP Sales app is not accessible	Software	1 - Critical	Active	Hardware	ITIL User
<input type="checkbox"/>	INC0000054	Christen Mitchell	There seems to be some slowness or an outage to SAP Materials Management	Software	1 - Critical	Active	Software	ITIL User
<input type="checkbox"/>	INC0000053	Margaret Grey	The SAP Human Resources application is not accessible	Software	1 - Critical	Active	Software	Fred Luddy
<input type="checkbox"/>	INC0000052	Bud Richman	SAP Financial Accounting application appears to be down	Software	1 - Critical	Active	Software	Beth Anglin
<input type="checkbox"/>	INC0000051	Joe Employee	User can't access SAP Controlling application	Software	1 - Critical	Active	Software	Don Goodliffe

Actions on selected rows...

The Rank dialog box appears, allowing you to sort the records in any order.

Rank

Incidents for Problem "PRB0000011" [Ranking]

Go to Number 🔍

All > Problem = PRB0000011

	Number	Caller	Short description	Category	Priority	State	Assignment group	Assigned to
🔄	INC0000051	Joe Employee	User can't access SAP Controlling application	Software	1 - Critical	Active	Software	Don Goodliffe
🔄	INC0000052	Bud Richman	SAP Financial Accounting application appears to be down	Software	1 - Critical	Active	Software	Beth Anglin
🔄	INC0000053	Margaret Grey	The SAP Human Resources application is not accessible	Software	1 - Critical	Active	Software	Fred Luddy
🔄	INC0000054	Christen Mitchell	There seems to be some slowness or an outage to SAP Materials Management	Software	1 - Critical	Active	Software	ITIL User
🔄	INC0000055	Carol Coughlin	SAP Sales app is not accessible	Software	1 - Critical	Active	Hardware	ITIL User

- Click and drag the move icon (🔄) to change a record's position.

Administrators can define which columns appear in the Rank dialog box in the **Attributes** field of the Ranking Definition form.

To apply the new sort order to the list:

- Open the context menu from the list title and select **Sort by rank**.

Incidents ▾ New Rank Edit... Go to Caller 🔍

Problem = PRB0000011

Sort by rank

Filters

Refresh List

	Number	Caller	Short description	Category
<input type="checkbox"/>	INC0000052	Bud Richman	SAP Financial Accounting application appears to be down	Software
<input type="checkbox"/>	INC0000055	Carol Coughlin	SAP Sales app is not accessible	Software
<input type="checkbox"/>	INC0000054	Christen Mitchell	There seems to be some slowness or an outage to SAP Materials Management	Software
<input type="checkbox"/>	INC0000051	Joe Employee	User can't access SAP Controlling application	Software
<input type="checkbox"/>	INC0000053	Margaret Grey	The SAP Human Resources application is not accessible	Software

Actions on selected rows...

- To remove the ranking and return to the original order of the list, click the label in any column that contains data.

Scrum Ranking Definitions

ServiceNow provides ranking definitions for user stories in the SDLC (Scrum Process) application. These ranking definitions enable scrum users with the proper roles to rank related lists of stories in the these tables:

- Product stories:** Application Model [cmdb_application_product_model] table
- Release stories:** Release [rm_release] table
- Sprint stories:** Sprint [rm_sprint] table

Users can rank stories in the scrum planning board by priority. Story lists ranked in the planning board appear in the new order in product, release, and sprint forms. Stories ranked in one of these scrum forms changes the order in the planning board.

Story points for each story are listed in a ranked view, which is useful for prioritizing stories.

Rank

Stories for Sprint "Sprint 5" [Ranking]

Search

1 to 4 of 4

► All > Sprint = Sprint 5

STRY0000005	Add module for managing catering requirements for each booked room	7	4 - Low	Work in progress
STRY0000013	Amend database module to allow integration with H2 database	2	4 - Low	Testing
STRY0000014	Amend system to allow for the additional managerial roles	1	4 - Low	Ready for testing
STRY0000017	Investigate what is required to make our application available on PDA devices	10	1 - Critical	Complete

References

[1] https://docs.servicenow.com/bundle/geneva-servicenow-platform/page/administer/list_administration/reference/r_ContextRanking.html

[2] <https://docs.servicenow.com/>

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