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

Date	30 June 2025
Team ID	LTVIP2025TMID29074
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Student Request Intake	USN-EDU-1	As a student, I can submit requests for transcripts, ID cards, or course help.	2	High	
Sprint-1	Assignment to Departments	USN-EDU-2	As a system, I can assign requests to the correct department based on request type.	3	High	
Sprint-1	Role Mapping	USN-EDU-3	As an admin, I can assign faculty/staff to specific support roles and categories.	2	Medium	
Sprint-2	SLA Tracking for Academic Requests	USN-EDU-4	As a system, I can monitor SLAs for requests like degree issuance and escalate delays.	4	High	
Sprint-2	Student Communication	USN-EDU-5	As a student, I can receive email/SMS updates on my request status.	3	High	
Sprint-2	Feedback Collection	USN-EDU-6	As an admin, I can collect student feedback on request resolution quality.	3	Medium	

Sprint-2	Reporting & Dashboards	USN-EDU-7	As a manager, I can view dashboards showing department workload and SLA compliance.	4	Medium	
Sprint-2	ML Request Prediction (Optional)	USN-EDU-8	As a system, I can predict the correct department for a request using historical data.	5	Medium	

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint-1	7	5 Days	1 August 2025	5 August 2025	7	5 August 2025
Sprint-2	19	5 Days	6 August 2025	10 August 2025	19	10 August 2025

Velocity:

- Total Story Points: 7 (Sprint 1) + 19 (Sprint 2) = **26**
- Number of Sprints: **2**
- **Velocity**: 26 / 2 = **13 Story Points per Sprint**

Burndown Chart:

- Start of Sprint 1: **7 Story Points**
- End of Sprint 1: **0** (All completed)
- Start of Sprint 2: **19 Story Points**
- End of Sprint 2: **0** (All completed)