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

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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	User & Group Setup	USN-1	As an admin, I want to create users so that tickets can be assigned properly	2	High	G. Sravani
Sprint-1	User & Group Setup	USN-2	As an admin, I want to create groups (Certificate & Platform)	2	High	G. Sravani
Sprint-1	Role Management	USN-3	As an admin, I want to create roles for access control	2	High	G. Chandana
Sprint-2	Table Configuration	USN-4	As an admin, I want to create a custom table "Operations related"	3	High	G. Chandana
Sprint-2	Group Configuration	USN-5	Assign roles & users to groups	2	High	J. Meghana
Sprint-2	Security	USN-6	As an admin, I want to configure ACL for table security	3	High	M. Sanjana

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Automation	USN-7	As a system, I want tickets related to certificates to auto-assign to Certificate group	5	High	S. Swathi
Sprint-3	Automation	USN-8	As a system, I want platform-related issues to auto-assign to Platform group	5	High	S. Swathi

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

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	6	1 Week	28 Jan 2026	03 Feb 2026	6	03 Feb 2026
Sprint-2	8	1 Week	4 Feb 2026	10 Feb 2026	8	10 Feb 2026
Sprint-3	10	1 Week	11 Feb 2026	17 Feb 2026	10	17 Feb 2026

Velocity:
Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

Total Story Points = 24

Total Sprints = 3

$$AV = \frac{sprint\ duration}{velocity} = \frac{24}{3} = 8$$