

A Sprint fixed period or duration in which a team works to complete a set of tasks

An **Epic** is a big task or functionality that is divided into smaller tasks called **User Stories**.

A **Story** is a small task . It is part of an **Epic**.

A **Story Point** is a number used to estimate the effort required to complete a task. (usually in form of Fibonacci series)

Story Points used in this project: **2, 3, 5**

- 1- Very Easy task
- 2- Normal task
- 3- Moderate task
- 5- Difficult task

This document outlines the sprint-wise planning, epics, stories, and effort estimation for the ServiceNow-based automated ticket assignment system.

Sprint 1 (1 Week) – Setup &Role Configuration

Task	Story Point	Description
Create Users	2	Create users in System Security
Create Groups	2	Create Certificate & Platform groups
Create Roles	2	Create Certification_role and Platform_role

➡Total = 6 Story Points

Sprint 2 (1 Week) – Table & Security Configuration

Task	Story Point	Description
Create Custom Table	3	Create "Operations related" table
Assign Roles & Users to Groups	2	Map users and roles to groups
Configure ACL	3	Create ACL for table read/write access

➡Total = 8 Story Points

Sprint 3 (1 Week) – Flow Automation

Task	Story Point	Description
Create Certificate Flow	5	Auto-assign certificate issues to Certificate group
Create Platform Flow	5	Auto-assign platform issues to Platform group

→ Total = 10 Story Points

Total Story Points

Sprint 1 = 6

Sprint 2 = 8

Sprint 3 = 10

→ **Total Story Points = 6 + 8 + 10 = 24**

Velocity Calculation

Total Story Points = 24

Number of Sprints = 3

Velocity = Total Story Points / Number of Sprints

Velocity = 24 / 3

Velocity = 8 Story Points per Sprint.

Your team's velocity is 8 Story Points per Sprint.