

Project Planning Phase

Planning Template(Product Backlog, Sprint Planning, Stories, Story Points)

Date	03 November 2025
Team Id	NM2025TMID02009
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule and Estimation:

Product Backlog:

ID	User Story / Feature	Priority	Description
PB1	As an admin, I want to define assignment rules	High	Create business rules in ServiceNow to automate ticket assignment.
PB2	As a support manager, I want to configure skill-based routing	High	Enable assignment based on agent skills and expertise.
PB3	As a user, I want tickets to be assigned instantly	Medium	Implement automated routing workflow using Flow Designer.
PB4	As a manager, I want to monitor real-time ticket status	Medium	Build dashboards to track open, assigned, and resolved tickets.
PB5	As an admin, I want performance analytics for tracking efficiency	Medium	Integrate Performance Analytics to measure KPIs like response time.
PB6	As a user, I want notifications when tickets are updated	Low	Configure automated email/SMS notifications for ticket actions.

Sprint Schedule:

Sprint No.	Duration	Sprint Goal	Major Tasks
Sprint 1	Week 1–2	Requirement gathering and workflow design	Collect process requirements, map ticket flow, define business rules.
Sprint 2	Week 3–4	Develop and configure automated assignment workflow	Build assignment rules, configure Flow Designer, test routing logic.
Sprint 3	Week 5–6	Dashboard and performance analytics setup	Create dashboards, configure KPIs, monitor ticket efficiency.
Sprint 4	Week 7–8	Testing and optimization	Conduct functional and performance testing, fix workflow issues.
Sprint 5	Week 9	Documentation and final deployment	Prepare documentation, present results, deploy final system.

Estimation:

Task / Feature	Estimated Effort (Hours)	Assigned To (Role)	Dependencies
Requirement gathering	8	Business Analyst	None
Workflow design	10	Developer	Requirement completion
Assignment rule configuration	12	Developer	Workflow design
Skill-based routing setup	10	Developer	Assignment rules
Dashboard creation	8	Developer / Analyst	Workflow completion

Task / Feature	Estimated Effort (Hours)	Assigned To (Role)	Dependencies
Notification setup	6	Developer	Dashboard integration
Testing & debugging	14	Tester	All features complete
Performance analysis	8	Tester / Analyst	Testing results
Final deployment & documentation	6	Project Lead	Approval & testing

Summary:

This Agile-based plan ensures a structured and iterative development process for implementing the ServiceNow automation system. Each sprint delivers a functional component, and the estimation ensures realistic time allocation for smooth execution.