

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

Date	2 NOVEMBER 2025
Team ID	NM2025TMID08174
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 Management	USN-1	As an admin, I can create and manage users to handle ticket assignments efficiently.	2	High	Sivasankari T
Sprint-1	Group Management	USN-2	As an admin, I can create groups (Platform, Certificate) to categorize tickets.	2	High	Prathisha A
Sprint-2	Role Management	USN-3	As an admin, I can create and assign roles to users or groups for access control.	3	High	Kenisha B J

Sprint-2	Table Creation	USN-4	As a developer, I can create and configure tables to store ticket and user data.	3	High	Sushma S
Sprint-2	Assign Roles & Users to Groups	USN-5	As an admin, I can assign users and roles to groups for proper ticket routing.	2	High	Sivasankari T
Sprint-3	ACL Creation	USN-6	As a system admin, I can create ACLs to restrict access to specific tables and records.	3	Medium	Prathisha A
Sprint-3	Flow Creation	USN-7	As an admin, I can create automated flows to assign tickets to the correct groups.	3	High	Kenisha B J
Sprint-4	Testing & Documentation	USN-8	As a tester, I can test and document the ticket assignment process for accuracy.	2	Medium	Sushma S

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	20	2 Days	26 October 2025	27 October 2025	20	27 October 2025

Sprint-2	20	2 Days	27 October 2025	28 October 2025	20	28 October 2025
Sprint-3	20	2 Days	29 October 2025	30 October 2025	19	30 October 2025
Sprint-4	20	1 Day	30 October 2025	31 October 2025	20	31 October 2025

Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 79 points over 7 days → **Velocity = 11.29 points/day**

Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.

Burndown Chart

