

Project planning phase

Project planning template

Date	01 Nov 2025
Team ID	NM2025TMID06891
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5

Project backlog sprint schedule and estimation :

ID	Feature / Task	Sprint Schedule	Priority	Estimated Effort	Status
1	Requirement Gathering & System Design	Sprint 1 (Week 1)	High	5 Days	Completed
2	UI/UX Design for Ticket Management	Sprint 2 (Week 2)	High	6 Days	In Progress
3	Automation Logic (Rule-Based Assignment)	Sprint 3 (Week 3)	Very High	7 Days	Planned
4	Database Setup and Integration	Sprint 4 (Week 4)	Medium	5 Days	Planned
5	Analytics Dashboard Development	Sprint 5 (Week 5)	Medium	6 Days	Pending
6	API Integration with Helpdesk Tools	Sprint 6 (Week 6)	Medium	5 Days	Pending
7	Testing and Debugging	Sprint 7 (Week 7)	High	4 Days	Pending
8	Final Deployment and Documentation	Sprint 8 (Week 8)	High	3 Days	Pending

Project tracker :

Sprint	Total Story Points	Duration	Sprint Start Date
Sprint 1	20	1 Week	01-Nov-2025
Sprint 2	25	1 Week	08-Nov-2025
Sprint 3	30	1 Week	15-Nov-2025
Sprint 4	25	1 Week	22-Nov-2025

Velocity

Formula:

Velocity=Total Story Points Completed/ Number of Sprints

Example Calculation:

$$\text{Velocity}=18+22+28+/4$$

$$=92/4$$

$$=23 \text{ Story Points per Sprint}$$

Average Velocity = 23 Story Points / Sprint

▣ Burndown Chart

In this project, story points reduced consistently each sprint, indicating steady progress toward completion. The actual burndown closely follows the ideal line, reflecting efficient sprint management and balanced workload distribution.