

Project Planning Document

Date	November 02, 2025
TeamId	NM2025TMID02810
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Maximum Marks	5 Marks

1. Project Overview

Goal:

Deploy a **Smart Assignment Engine (SAE)** in ServiceNow that automatically routes and assigns Incident and Service Request tickets. The solution should:

- Achieve more than 80% auto-assignment accuracy
- Lower assignment turnaround time to under 5 minutes
- Increase overall SLA adherence to above 95%

Scope:

Included: Automated assignment for Incidents and Service Requests leveraging rule-based routing, skill matching, AI-based prediction, workload/capacity balancing, and a performance dashboard for monitoring and reporting.

Excluded: Full conversational Virtual Agent build, mobile-specific assignment workflows, and integrations with third-party tools except for standard notification/alerting functions.

Timeline: 7 Weeks (Nov 04 - Dec 20, 2025)

Estimated Cost: \$85,000 (covers internal resources, 1 ServiceNow Developer FTE, 1 System Admin, and user training activities)

2. Objectives & Success Criteria

Objective	KPI	Target
Automation	Auto-Assignment Rate	>80%
Speed	Avg. Assignment Time	<5 min
Accuracy	Skill Match Success	>85%

Compliance	SLA Adherence	>95%
User Adoption	Agent NPS	>60
ROI	Cost Savings	\$180K/year

3. Stakeholders

Role	Name	Responsibility
Sponsor	Lisa Wong	Funding, escalation, approvals
Project Manager	Alex Johnson	Planning, tracking, reporting
ServiceNow Admin	Mike Chen	Config, rules, dashboard
Developer	Raj Patel	Scripts, Predictive model, testing
Support Lead	Sarah Lee	Pilot group, feedback, training
Agents (Users)	Tier 1/2 Teams	Pilot participation, UAT
Platform Owner	IT Director	Instance access, governance

4. Project Phases & Timeline

Phase	Start	End	Duration	Deliverables
Phase 1: Foundation	Nov 04	Nov 15	2 weeks	Rules config, skill matrix, baseline dashboard
Phase 2: Intelligence	Nov 18	Dec 06	3 weeks	Predictive model, workload script, pilot
Phase 3: Optimization	Dec 09	Dec 20	2 weeks	Feedback loop, training, full rollout

Total: 7 weeks

Go-Live: Dec 20, 2025

5. Detailed Work Breakdown Structure (WBS)

Task ID	Task	Owner	Effort (hrs)	Dependencies
1.1	Kickoff & Requirements Finalization	Alex	8	—
1.2	Configure Assignment Rules	Mike	16	1.1
1.3	Build Skill Matrix (sys_user.u_skills)	Mike	12	1.1
1.4	Setup PA Dashboard	Mike	10	1.3

Task ID	Task	Owner	Effort (hrs)	Dependencies
2.1	Train Predictive Intelligence Model	Raj	24	Historical data
2.2	Develop Workload Balancer Script	Raj	20	1.3
2.3	Pilot with 2 Groups (500 tickets)	Sarah	40	1.4, 2.1
2.4	Collect Feedback & Refine	Alex	12	2.3
3.1	Integrate Feedback Survey	Mike	8	2.4
3.2	Agent Training (2 sessions)	Sarah	16	2.4
3.3	Full Rollout & Hypercare	All	40	3.1, 3.2
3.4	Post-Go-Live Review	Alex	8	3.3

Total Effort: 214 hours (~5.4 person-weeks)

6. Resource Plan

Resource	Role	Allocation	Cost
Alex Johnson	PM / Ops Lead	40%	Internal
Mike Chen	ServiceNow Admin	80%	Internal
Raj Patel	Developer	100%	\$45K (contract)
Sarah Lee	Support Lead	30%	Internal
Training Venue & Tools	—	—	\$5K
Total			\$50K + Internal

7. Communication Plan

Audience	Method	Frequency	Owner
Sponsor & Stakeholders	Status Report (PDF)	Bi-weekly	Alex
Core Team	Daily Standup (Teams)	Daily	Alex
Agents	Town Hall + Email	Weekly	Sarah
IT Platform	Change Advisory Board	As needed	Mike

Escalation Path: Issue → PM → Sponsor → IT Director

8. Risk Register

Risk	Probability	Impact	Mitigation	Owner
Skill data incomplete	Medium	High	Audit + self-update form	Mike
Predictive model inaccuracy	Medium	Medium	Fallback rules + retrain monthly	Raj
Agent resistance	Medium	Medium	Early pilot + training	Sarah
Instance performance	Low	High	Load test (done) + auto-scale	Raj
Scope creep	Low	Medium	Strict change control	Alex

9. Change Management

Activity	Timing	Owner
Change Request Form	Any scope change	Alex
Impact Analysis	Within 48 hrs	Mike/Raj
CAB Approval	Weekly	IT Director
Rollback Plan	Pre-go-live	Raj

10. Quality & Testing Plan

Test Type	Scope	Tool	Owner
Unit	Script Includes	ATF	Raj
Integration	Rule + AI flow	Manual	Mike
Performance	1,000 tickets/min	JMeter	Raj
UAT	50 tickets by agents	Real users	Sarah
Security	ACLs, field access	Instance scan	Mike

11. Go-Live & Support Plan

Phase	Duration	Support
Hypercare	Dec 20 - Jan 03	24x7 on-call (Mike/Raj)
Standard Support	Jan 04 onward	ITIL process

Rollback Trigger: Auto-rate <60% or >10% SLA breach in 24 hrs