

Ideation Phase

Define the Problem Statements

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|---------------|-----------------------------|
| Date | 09 November 2022 |
| Team ID | PNT2022TMID42243 |
| Project Name | SMART SOLUTION FOR RAILWAYS |
| Maximum Marks | 2 Marks |

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|-----------------|-------------------------------|-------------------------------|---|---------------------|
| PS-1 | passenger | Wants book a train ticket | Take for a while | Website doesn't respond | Un happy |
| PS-2 | passenger | While booking tickets | Time and energy are wasted | Physical mode of ticket booking | Feels difficult |
| PS-3 | Passenger | Seeking for train information | Will not receive accurately | Due to some Server related issues | confused |
| PS-4 | Passenger | Mode of payments | Delay in payment confirmation | Bank server down. lack of intermediate services | frustrated |
| PS-5 | Passenger | Passenger information | Not secured | Not efficient firewall security | Distrustful |