Problem Statement

Railway passengers need a way to book their tickets without delay and want to board their trains without having to stand in a long line to verify their tickets. Passengers are also in need of a way to check their current location and the estimated time of arrival.

Railway corporation needs a system for accumulating all passenger data and storing it so that their retrieval and access is much easier.

Question	Statement
What is the issue?	Passengers need a way to book their tickets in a tedious procedure. Then they have to get their tickets verified by a ticket collector wastes time. Pen and paper verification are also prone to errors.
When does the issue occur?	The issue occurs when one tries to book and board a train, especially during periods of massive usage of the systems such as Festival season.
Who does the problem affect?	Railway passengers, Railway system.
What are the boundaries of the problem?	Railways corporation
Where the issue occurs?	Ticket counter and checking during onboarding.
Why is it essential to fix the issue?	It is important to fix the issue in order to decrease the time consumption for the public and give railways a way to manage passenger data.