

01 - Functional Requirement - MyTrains

Each franchised Train Company should have service agreement to the customer and this explains the level of service you can expect to receive when using their stations and their train services. If the journey you have made, or are making, is delayed you may be entitled to compensation from the Train Operating Company or service provider.

If a service is delayed and you choose not to travel, you may be entitled to a full refund from the retailer of your Ticket. As a first step we are trying to identify all the delays customers would like to get for the trains he/she is interested in. Phase 2 of this will be is to make compensation based on the alerts he has received.

In the first phase of the project, the customer has to register to the train service by providing First Name, Last Name, Mail ID, Password & Phone Number and then customer should be alerted on daily basis if there are any delays. Alerts should only be generated to the customers who has subscribed for the alerts. Each customer has to register for this service based on the station and time he would like to receive an alert notification. These notifications should come as email for the time period he has subscribed and the mail should arrive 30 minutes before the departure of the train. Each customer should be able to subscribe for more than one train service. The Train service company should be able to track all the customers who have subscribed for the service and these customers will be loaded on to Salesforce for various marketing campaigns. Reset /Forget password functionality has to be incorporated for the customers.

Train service administrators should be able to track all the system failures in their operation system called ServiceNow. All the system logs should be kept in a centralized log management system called Splunk so that all the enterprise systems and applications failures can be monitored and alerted. Administrators will also use Anypoint Monitoring to monitor the mule applications. Customers who have registered should be able to login to Okta and get authenticated. Only those customers who are authenticated should be able to access the APIs created for alert notification service. Deployment process should be automated using CI/CD.

Enterprise architects of the Train Management company wants to use API led connectivity architecture so that the architecture is scalable.