

Ideation Phase

Define the Problem Statements

Date	2 Jan 2026
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

In many metropolitan cities, metro ticket booking is still dependent on physical counters and manual processes. Passengers are required to stand in long queues to purchase tickets, which leads to time loss, inconvenience, and overcrowding, especially during peak hours.

Manual ticket issuance and fare calculation increase the chances of human errors and limit visibility into passenger data and ticket usage. Additionally, paper-based tickets contribute to operational inefficiencies and environmental concerns.

To overcome these challenges, there is a strong need for a **centralized, automated, and digital metro ticketing solution using ServiceNow** that enables online ticket booking, automated fare calculation, and instant digital ticket generation to improve commuter experience and operational efficiency.

Problem Frame	Description
I am	A metro passenger, station manager, metro operations staff member, or IT administrator involved in booking, managing, or monitoring metro ticketing operations.
I'm Trying to	Book metro tickets quickly, calculate fares accurately, manage ticket requests digitally, and track ticket details efficiently using a structured and reliable system.
But	The current metro ticket booking process is mostly manual and paper-based, leading to long waiting times, calculation errors, lack of centralized tracking, and increased workload for metro staff.
Because	There is no centralized digital platform with automated workflows, dynamic booking forms, fare calculation logic, and structured data storage for metro ticket booking and management.
Which makes me feel	There is no centralized digital platform with automated workflows, dynamic booking forms, fare calculation logic, and structured data storage for metro ticket booking and management.

Consolidated Problem Statement

Metro ticket booking is currently handled through manual and paper-based processes, resulting in long queues, fare calculation errors, poor visibility, and operational inefficiencies. The absence of a centralized digital platform for ticket booking, automated fare calculation, and digital ticket generation negatively impacts commuter convenience, staff productivity, and overall metro service quality.

Key Problems Identified

- Manual ticket booking causes long waiting times
- Paper-based tickets increase operational effort
- Manual fare calculation leads to errors
- No centralized digital record of ticket bookings
- Limited visibility for metro administrators
- High dependency on station staff for routine tasks

Need for Automation

To address these challenges, a **Metro Ticket Generating System in ServiceNow** is required to:

- Provide a structured **Service Catalog** for metro ticket booking
- Capture booking details such as source, destination, journey type, and passenger count
- Automatically calculate ticket fares using backend logic
- Generate digital ticket details instantly
- Store ticket data securely for tracking and reporting
- Reduce manual intervention and improve efficiency

Expected Outcome

By implementing this automated metro ticketing solution using ServiceNow, the system aims to:

- Enhance commuter convenience and satisfaction
- Reduce waiting time at metro stations
- Improve accuracy in fare calculation
- Enable paperless and eco-friendly ticketing
- Increase operational efficiency for metro authorities
- Lay a foundation for future enhancements like QR codes and analytics