

Project Design Phase
Proposed Solution Template

Date	15 February 2025
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No	Parameter	Description
1	Problem Statement	Manual metro ticket booking causes long queues, delays, fare calculation errors, and poor visibility into ticketing data.
2	Idea / Solution Description	ServiceNow-based automated metro ticket generating system that allows passengers to book tickets digitally using a Service Catalog with automated fare calculation and request tracking.
3	Novelty / Uniqueness	Digital ticket booking through ServiceNow, automated fare calculation logic, standardized catalog forms, and workflow-based automation for ticket processing.
4	Social Impact / Customer Satisfaction	Faster ticket booking, reduced waiting time at metro stations, improved commuter convenience, and enhanced overall travel experience.
5	Business Model	Digital ticketing solution that reduces operational costs, minimizes manual work, and improves efficiency for metro authorities.
6	Scalability of the Solution	Easily scalable to support multiple metro lines, stations, higher passenger volumes, and future enhancements like QR code validation and analytics.