

**Project Design Phase-II**  
**Solution Requirements (Functional & Non-functional)**

Date	05 Jan 2026
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Metro Ticket Request Submission	Submission of metro ticket booking requests (source, destination, journey type, passenger count) via ServiceNow Service Catalog form
FR-2	Fare Calculation Logic	Automatic fare calculation based on selected stations, journey type, and number of passengers
FR-3	Ticket Request Processing	Automatic creation of Requested Item (RITM) and processing using Flow Designer
FR-4	Status Tracking and Notifications	Real-time ticket request status visible to passengers in Service Portal and notification updates
FR-5	Ticket Data Storage	Store metro ticket booking details securely in ServiceNow tables for future reference
FR-6	Admin Management	Admin can view, manage, and monitor all metro ticket requests through ServiceNow backend

**Non-functional Requirements:**

Following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple and intuitive ServiceNow catalog form; minimal training required for passengers
NFR-2	Security	Role-based access control (RBAC); secure handling of passenger and ticket data
NFR-3	Reliability	System availability of 99.9%; proper error handling for request failures
NFR-4	Performance	Ticket request submission and fare calculation respond within 3 seconds
NFR-5	Availability	Accessible 24/7 through ServiceNow Service Portal
NFR-6	Scalability	Supports high number of passengers and multiple ticket requests without performance degradation