

# **Stakeholder Mapping**

## **1. Description**

Stakeholder Mapping identifies the key individuals and teams involved in the development, operation, and usage of the Metro Ticket Generating System. Each stakeholder plays a critical role in ensuring system effectiveness and service quality.

## **2. Key Stakeholders**

### **Passengers (End Users)**

- Primary users of the system
- Book metro tickets digitally
- View fare details and receive QR-based tickets

### **Station Managers**

- Monitor ticket usage and passenger flow
- Handle operational exceptions at stations

### **Metro Operations Team**

- Oversee daily ticketing operations
- Analyze ticketing data and usage trends
- Ensure smooth system functioning

### **IT Administrators**

- Configure ServiceNow components
- Manage catalog items, workflows, scripts, and tables
- Ensure system availability, security, and maintenance

## **3. Summary**

Effective collaboration among stakeholders ensures smooth project execution, reliable system operations, and improved commuter experience.