Metro Ticket Generating System in ServiceNow

Business Objectives

1. Objective Overview:

The Metro Ticket Generating System aims to automate and simplify metro ticket requests using ServiceNow, ensuring efficiency, accuracy, and transparency through structured workflows.

2. Key Business Objectives:

• Automate metro ticket requests and approvals using ServiceNow Service Catalog and Flow Designer.

• Maintain a centralized database for all ticket requests and records.

• Provide a user-friendly interface for seamless ticket booking.

• Ensure accurate and consistent data capture through catalog variables.

• Improve operational efficiency by reducing manual intervention.

• Enable tracking and transparency of ticket status and history.

• Support future enhancements such as QR ticketing and analytics.