

# 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.