Functional Scope

1. Overview

The Functional Scope defines the core features, system capabilities, and boundaries of the Metro Ticket Generating System implemented on the ServiceNow platform. It outlines what functionalities are included in the solution and how users interact with the system to generate metro tickets digitally.

This scope ensures clarity between business requirements and technical implementation, serving as a foundation for development, testing, and deployment activities.

2. In-Scope Functionalities

1. Service Catalog-Based Ticket Booking

The system provides a dedicated Service Catalog item named **"Book A Metro Ticket"**, enabling users to book metro tickets through a structured and guided form.

Functional Details:

Ticket booking initiated from ServiceNow Service Portal - Standardized catalog form for consistent data capture - Easy navigation and accessibility for end users.

2. Catalog Variables Configuration

The booking form includes dynamic variables to capture ticket-related details required for fare calculation and ticket generation.

Functional Details:

Mandatory validations applied for critical fields - Logical ordering of fields for better user experience - Tooltips and example texts to guide users.

3. Automated Fare Calculation

The system automatically calculates fare based on selected source, destination, journey type, and passenger count using catalog client scripts.

Functional Details:

Dynamic fare calculation on field change - Support for single and return journey - Elimination of manual fare entry.

4. QR Code-Based Digital Ticket Generation

Upon successful form submission, the system generates a QR code representing the digital metro ticket.

Functional Details:

QR code generated using catalog client script on submit - Unique ticket reference per request - Secure and scannable ticket format.

3. Summary

The Functional Scope clearly defines the operational boundaries of the Metro Ticket Generating System in ServiceNow. By leveraging Service Catalog, client scripts, automation flows, and QR-based ticketing, the system delivers a complete digital ticket booking experience while maintaining scalability for future enhancements.