

# PROJECT PLANNING PHASE

## Metro Ticket Generating System using ServiceNow

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### 3. PROJECT PLANNING PHASE

The **Project Planning Phase** plays a vital role in transforming ideas into a structured and executable plan. For the **Metro Ticket Generating System using ServiceNow**, this phase defines how the project will be executed, monitored, and controlled. It focuses on setting timelines, allocating resources, identifying risks, and planning quality and communication strategies to ensure successful project completion.

This phase ensures that the project is completed **on time, within scope, and with optimal quality**, while meeting the expectations of stakeholders and course requirements under the Vetri Nichayam ServiceNow curriculum.

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#### 3.1 Project Scope Definition

The project scope clearly defines what is included and excluded in the Metro Ticket Generating System.

##### In-Scope

- Online metro ticket generation using ServiceNow
- Service Catalog-based ticket booking
- Passenger input for source and destination stations
- Automated fare calculation
- Ticket request submission and confirmation
- Workflow automation for ticket generation
- Admin management of routes and fares
- Reports and dashboards for ticket monitoring

##### Out-of-Scope

- Physical ticket printing hardware integration
- Real-time payment gateway integration
- Mobile application development
- Third-party transport system integration

Defining the scope helps prevent scope creep and ensures focused development.

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## 3.2 Project Deliverables

The key deliverables planned for this project are:

1. Project documentation (Ideation, Planning, Requirement Analysis, Design)
2. ServiceNow application for metro ticket generation
3. Configured Service Catalog item
4. Custom tables for ticket and route management
5. Automated workflows using Flow Designer
6. User roles and access controls
7. Admin dashboard and reports
8. Final project demonstration and submission

Each deliverable is mapped to course outcomes defined by Vetri Nichayam.

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## 3.3 Work Breakdown Structure (WBS)

The Work Breakdown Structure divides the project into manageable tasks:

### Phase 1: Planning

- Requirement finalization
- Timeline preparation
- Resource identification

### Phase 2: Configuration

- Application creation in ServiceNow
- Table creation (Metro Ticket, Route, Fare)
- Field configuration and form design

### Phase 3: Automation

- Flow Designer workflow creation
- Trigger and action configuration
- Notification setup

### Phase 4: Testing

- Unit testing
- User acceptance testing
- Bug fixing

## Phase 5: Deployment

- Final validation
  - Documentation submission
  - Project demo
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### 3.4 Project Schedule and Timeline

The project is planned to be completed over a **6-week timeline**, aligned with the Vetri Nichayam ServiceNow course schedule.

#### Week Activities

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- |       |                                       |
|-------|---------------------------------------|
| day 1 | Planning and requirement confirmation |
| day 2 | Application and table creation        |
| day 3 | Form design and UI configuration      |
| day 4 | Workflow automation                   |
| day 5 | Testing and validation                |
| day 6 | Final deployment and documentation    |

This schedule ensures systematic progress and timely completion.

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### 3.5 Resource Planning

#### Human Resources

- Project Developer (Student)
- ServiceNow Administrator
- Course Mentor (Vetri Nichayam)

#### Technical Resources

- ServiceNow Personal Developer Instance (PDI)
- Internet-enabled system
- Browser (Chrome/Edge)
- Documentation tools (Word/PDF)

#### Software Resources

- ServiceNow Platform
- Flow Designer
- Service Catalog
- Reporting and Dashboard modules

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## 3.6 Risk Management Plan

Identifying risks early helps reduce project failures.

Risk	Impact	Mitigation Strategy
Platform downtime	High	Regular backups
Requirement changes	Medium	Scope control
Limited ServiceNow knowledge	Medium	Mentor guidance
Time constraints	High	Strict schedule adherence

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## 3.7 Quality Management Plan

Quality assurance ensures the system meets functional and academic standards.

- Validate all catalog forms
- Ensure accurate fare calculation
- Verify workflow execution
- Check role-based access control
- Perform user acceptance testing

Quality reviews will be conducted at the end of each phase.

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## 3.8 Communication Plan

Effective communication ensures clarity among stakeholders.

Stakeholder	Communication Method	Frequency
Course Mentor	Review meetings	Daily
Project Team	Progress updates	Daily
Evaluators	Demo & documentation	Final stage

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## 3.9 Monitoring and Control Strategy

Project progress will be monitored using:

- Task completion checklists
- Weekly milestone reviews
- Issue tracking logs

- Testing reports

Any deviation from the plan will be addressed immediately.

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### 3.10 Project Success Criteria

The project will be considered successful if:

- Ticket generation is fully automated
  - System works without errors
  - Documentation meets Vetri Nichayam standards
  - Project is completed within the timeline
  - Demonstration is successful
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### Conclusion of Project Planning Phase

The Project Planning Phase establishes a strong foundation for the Metro Ticket Generating System using ServiceNow. Through proper scope definition, scheduling, resource allocation, and risk management, this phase ensures structured execution and successful project delivery in alignment with Vetri Nichayam ServiceNow course objectives.

This planning framework supports smooth transition into the **Requirement Analysis and Design Phases**, ensuring clarity, efficiency, and quality throughout the project lifecycle.