



Brainstorming Session Summary: Digitizing Metro Ticket Booking in ServiceNow

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Brainstorming & Idea Prioritization



Invite stakeholders (including IT administrators, metro operations, team, IT admins, and users)



Encourage diverse perspectives to build comprehensive solutions.



Prioritizes problem statement

- ✓ Capture the challenge: "Manual metro ticketing causes long queues, operational inefficiencies, and increased paper usage."
- ✓ Formulate the focus: "How can we digitize and automate the metro ticket booking process using ServiceNow?"

How can we automate the network request management process



Key Features



Sustainability



Key Features



Bugs



Priorities



Security, Compliance

Step-2: Brainstorm, Idea Listing and Grouping

Brainstorm ideas related to the problem statement. Write each idea on a sticky note. Group similar ideas under common themes to identify key focus areas and solutions.

IDEAS

Requirements & Features

QR Code
Generation

Fare
Calculation

Multiple
Payment
Options

Dynamic
Forms

Ticket
History

Mobile App
Integration

• Mobile App
• Integration

Whatsapp
Ticket Booking

GROUP THEMES

Requirements & Features

• Catalog UI
• Diary-Features

• Automated
Fare Logic

• Digital
Payments

Workflow Design

• QR Code
Generation

• Notifications
& Reporting

• Reporting
Dashboard

• Mobile App
Design

• Mobile App Design