



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.

Prioritize 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 ··· ··· Requirements ··· 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