



SMART TRANSIT MANAGEMENT SYSTEM



PRESENTED BY TEAM 12

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Introduction

- The Smart Transit Management System is designed to digitize and simplify public transportation services.
- Built on the ServiceNow platform to leverage its workflows, catalog, and portal capabilities.
- Enables passengers to book tickets, track transit services, and manage schedules through a self-service portal.
- Provides administrators with dashboards for monitoring, analytics, and service management.



Problem Statement

Current transit systems often face:

- Manual booking & ticketing delays
- Lack of real-time tracking & transparency
- No centralized platform for passengers and operators
- Limited reporting and analytics for administrators

This leads to poor passenger experience and inefficient management.



Solution

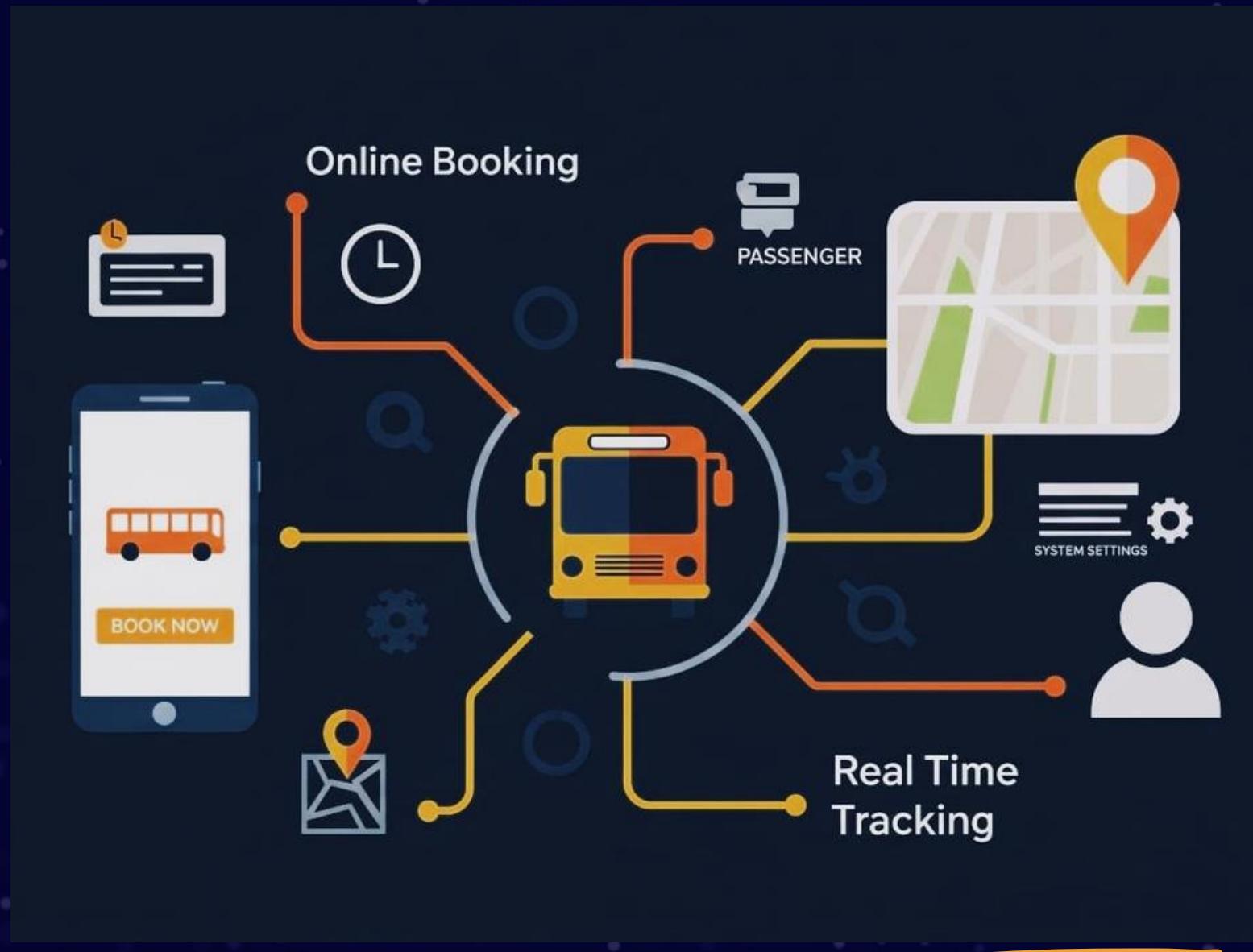
A centralized digital portal for **Smart Transit services** in ServiceNow.

Capabilities:

- Online ticket booking & management
- Service Catalog for different transit services
- Dashboards for administrators to monitor bookings & performance
- Knowledge Base & FAQs for passenger support
- Automated notifications & approvals (e.g., booking confirmation)



Features



Passenger Side

- Ticket booking, cancellation, and history
- Service catalog for different transport options
- Real-time booking confirmation & notifications

Admin Side

- Manage bookings & services
- Generate reports & insights
- Track system performance with dashboards

Key Requirements



- Create a Service Catalog for booking bus tickets.
- Implement record producers/catalog items for route selection and booking.
- Provide real-time updates on bus schedules and availability.
- Enable admin dashboard for route management and ticket monitoring.
- Notifications to users for booking confirmations/cancellations.

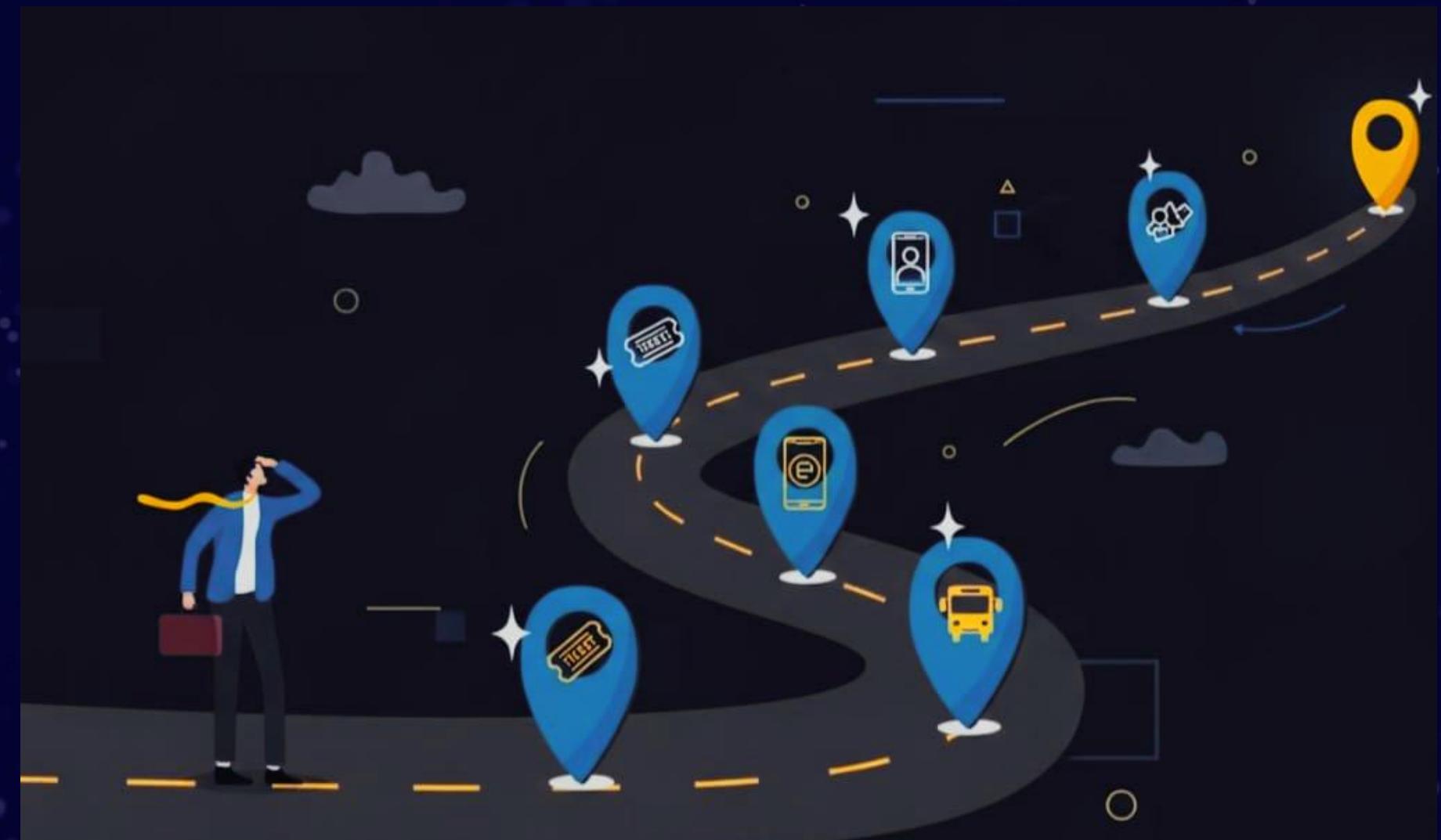
Challenges Faced



- Understanding ServiceNow catalog vs record producers.
- Difficulty in linking multiple tables (bus, route, booking).
- Handling notifications without complex flows.
- UI customization limitations inside ServiceNow Studio.

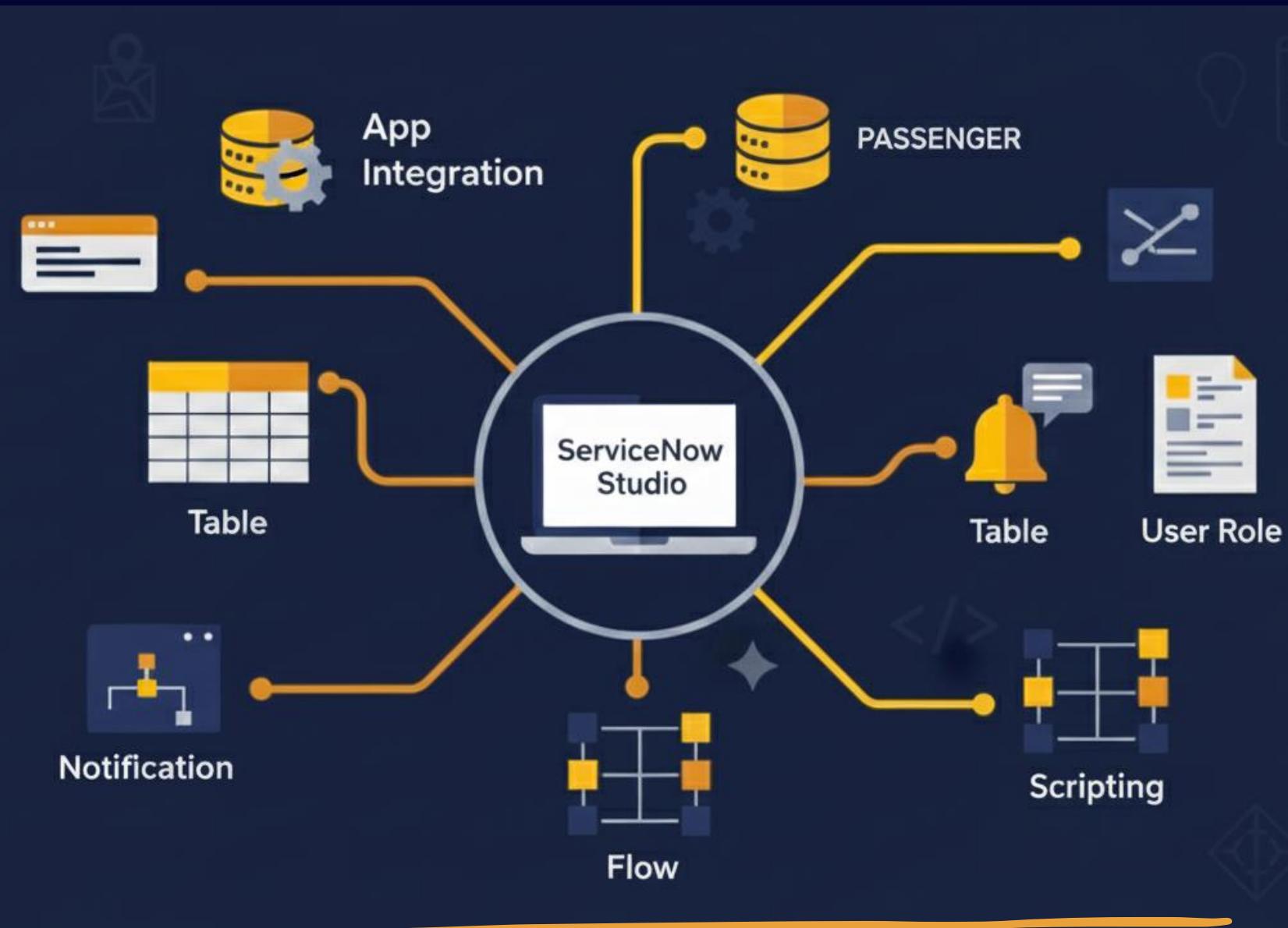
Application Demo

- User books a ticket via Bus Services Catalog Item.
- System checks seat availability and confirms booking.
- Automatic notification/email sent to the customer.
- Admin can monitor bookings and bus schedules from the backend.



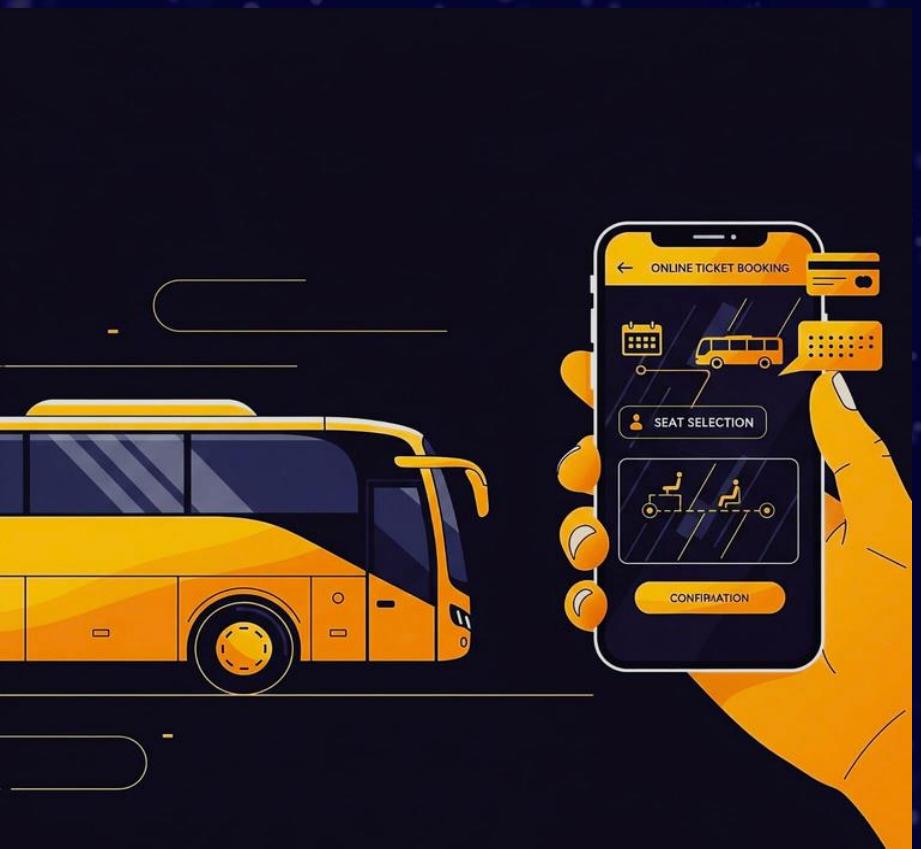
Technology Stack

- **ServiceNow Studio** (for application development).
- **Service Catalog & Record Producers** (for booking process).
- **Tables & Forms** (to store bus, route, and booking data).
- **Workflows/Flow Designer** (to handle automation).
- **Notifications** (email/SMS confirmation)



Result

- Developed a centralized Bus Transit Management System on the ServiceNow platform.
- Enabled passengers to book, cancel, and track tickets seamlessly.
- Provided administrators with a dashboard to manage routes, services, and bookings.
- Implemented automated notifications for real-time booking confirmations and updates.
- Achieved greater efficiency, transparency, and reliability in bus transit operations.



Future Enhancement

- **Mobile-Friendly App** for passengers to book tickets easily
- **Real-Time Bus Tracking** using GPS integration
- **Online Payment Gateway** for secure transactions
- **AI-Powered Predictions** for seat demand and route optimization
- **Advanced Analytics Dashboards** for admins
- **Role-Based Access** for passengers, drivers, and admins



Thank you!

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