Risk Management, Quality Planning & Success Criteria

Metro Ticket Generating System in ServiceNow

---

1. Risk Identification & Analysis

The successful implementation of the **Metro Ticket Generating System in ServiceNow** requires proactive identification and management of potential risks that may impact project delivery, system performance, or user experience. The following table outlines the key risks identified, their impact level, and corresponding mitigation strategies.

Risk	Impact	Mitigation Strategy
Requirement changes	Medium	Maintain clear and well-documented requirements; obtain stakeholder approval before changes
Workflow configuration errors	High	Perform thorough unit and functional testing of Flow Designer workflows
Fare calculation inaccuracies	High	Validate pricing rules and test multiple travel scenarios
Security gaps and unauthorized access	High	Implement strict role-based access control and permission validation
Time constraints	Medium	Prioritize tasks and follow a structured project schedule

---

2. Risk Monitoring Strategy

Risk monitoring is conducted continuously throughout the project lifecycle to ensure that identified risks are effectively controlled. Risks are reviewed at key project milestones, including design completion, development, and testing phases. Any newly identified risks are documented, analyzed, and mitigation plans are updated accordingly. This proactive approach ensures minimal disruption to project timelines and system quality.

---

3. Quality Planning

Quality assurance for the **Metro Ticket Generating System in ServiceNow** is achieved by adhering to ServiceNow best practices and industry standards. The system is designed using configuration-driven approaches to ensure maintainability and scalability. Each component is validated to meet functional and non-functional requirements.

Quality planning focuses on:

- Accurate fare calculation
- Reliable ticket generation
- Consistent workflow execution
- User-friendly service catalog design
- Secure and traceable system operations

---

4. Testing Strategy Overview

To ensure system reliability and performance, the following testing strategies are implemented:

- **Unit Testing**
  Validation of individual workflows, business rules, and scripts.
- **Functional Testing**
  End-to-end testing of metro ticket booking through the Service Catalog.
- **Performance Testing**
  Evaluation of system behavior under high request volumes, especially during peak travel hours.
- **Security Testing**
  Verification of role-based access, data protection, and authorization controls.

---

5. Compliance & Security Planning

The system ensures compliance with security and governance standards by implementing the following measures:

- Role-based access control for passengers and administrators
- Secure handling of passenger and ticket data
- Audit logs for all ticket requests and approvals
- Approval traceability for special or corporate ticket requests
- Adherence to ServiceNow security and compliance frameworks

---

6. Success Criteria

The **Metro Ticket Generating System in ServiceNow** will be considered successful if the following criteria are met:

- Metro ticket booking and generation are fully automated
- Ticket issuance time is significantly reduced
- Fare calculation is accurate and consistent
- Digital QR-code tickets are generated instantly
- Users can easily track ticket status
- The system ensures secure and controlled access

---

7. Conclusion

The **Risk Management, Quality Planning, and Success Criteria** phase establishes a strong foundation for the successful implementation of the Metro Ticket Generating System in ServiceNow. By proactively identifying risks, implementing robust quality assurance measures, and defining clear success criteria, the project minimizes uncertainties and ensures high-quality deliverables in subsequent phases. This structured approach supports reliable system performance, improved passenger experience, and long-term sustainability of metro ticketing operations.