

Project Design Phase – II

Solution Requirements (Functional & Non-Functional)

Functional Requirements:

Following are the functional requirements of the Metro Ticket Generating System using ServiceNow.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Metro Ticket Booking	Ticket booking via ServiceNow Service Portal Selection of source & destination stations Travel date and passenger details entry Real-time fare calculation
FR-2	QR Code Ticket Generation	Automatic QR code generation after booking Unique ticket ID creation Digital ticket storage
FR-3	Notification Management	Email notification with QR ticket SMS ticket confirmation Booking status updates
FR-4	Ticket Validation	QR code scanning at metro gates Validation against ServiceNow ticket records Usage logging
FR-5	Admin Management	View and manage ticket bookings Fare rule configuration Reporting and monitoring

Non-Functional Requirements:

Following are the non-functional requirements of the Metro Ticket Generating System using ServiceNow.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The Service Portal should be simple and user-friendly for all passengers.
NFR-2	Security	Ensure secure ticket data handling and QR code validation.
NFR-3	Performance	Instant fare calculation and ticket generation.
NFR-4	Reliability	System should function without failures during peak hours.
NFR-5	Availability	System must be accessible 24/7 via ServiceNow platform.
NFR-6	Scalability	System should handle high volume of ticket booking requests.