

# Electronic ticket service for the public transportation company

**Ruter#**

Improve certain issues?

## Current situation:

- After several years, the system is up and running.
- Something went wrong in the process
- Very delayed, budget greatly exceeded
- Still many bugs and uses issues

## Current situation has raised some issues:

- **Customer complaints**
  - Can't use same card for multiple tickets (friends, parents with children etc.)
- **Inaccurate planning / estimates**
  - Used Thales, a French company, to model complicated Norwegian zone structure
  - Hesitated to change zone structure

## Overall goals:

- Now: Be able to buy multiple tickets on one card
  - Will new software be sufficient?
  - New hardware needed?
- From scratch: Better outcome of planning process
  - Testing pre hardware, pre launch?
  - More agile development, closer to actual users (not in France)
  - Separate software/hardware providers?

## Project goals:

- Figure out how it can be made possible to buy multiple tickets on one card
- Figure out which method(s) for planning the process would have a better (cheaper, shorter timespan) outcome