IDEATION PHASE

Brainstorming

Date	**28 June 2025**
Team ID	**LTVIP2025TMID60545**
Project Name	**Cafeteria Menu Display Using Service now**
Maximum Marks	**4 Marks**

🧠 **Brainstorming: Cafeteria Menu Display Using ServiceNow**

◆ **1. Core Functionality**

- What core features should the system include?

    o Menu entry (daily, weekly, monthly)

    o Meal categories (breakfast, lunch, snacks, beverages)

    o Dietary tags (vegetarian, vegan, gluten-free, etc.)

    o Menu scheduling and auto-publishing

    o Version control or change history

◆ **2. User Interface / Experience**

- How should the menu look to users?

    o Clean card or calendar layout?

    o Filters for meal type, day, dietary tags?

    o Mobile-responsive design?

    o Integration into the Employee Center or Service Portal?

◆ **3. For Cafeteria Staff**

- What tools do staff need?

    o Simple form or catalog item to submit menus

    o Predefined templates for recurring menu items

    o Option to upload images of meals?

    o Notifications for when publishing is successful or pending

◆ **4. For End Users (Employees)**

- What do users want?

    o Email or mobile push notifications with daily menu

- Subscription preferences (e.g., only vegetarian meals)
- Ability to rate meals or provide feedback?
- Menu previews for the upcoming week

◆ 5. Automation & Workflows

- What processes can be automated?
  - Menu auto-publish based on scheduled date
  - Reminder alerts to cafeteria staff for upcoming menu entries
  - Notify users of changes in today's menu
  - Archive menus weekly/monthly

◆ 6. Integration Ideas

- Can it be extended?
  - Integrate with digital signage in the cafeteria
  - Connect with ServiceNow Mobile App
  - Connect with company calendar for special events (e.g., "Holiday Feast")
  - Use ServiceNow's Virtual Agent to answer "What's for lunch today?"

◆ 7. Reporting & Analytics

- What insights could be useful?
  - Most viewed menu items
  - Menu update frequency
  - Employee satisfaction ratings
  - Dietary trends and preferences

◆ 8. Scalability

- Can this be expanded across multiple cafeterias?
  - Support for multi-location menus
  - Role-based access: Local cafeteria managers vs. central admin
  - Location-based filtering for users

◆ 9. Potential Challenges

- How to handle:
  - Last-minute menu changes

- o Menu consistency across locations

- o User engagement — getting people to actually use the tool

- o Mobile display compatibility

- ◆ **10. Value Adds / Future Enhancements**

  - Feedback loop: Employees rate meals, improve future planning

  - Pre-ordering or reservation system

  - Nutrition tracking (optional)

  - AI-generated menu suggestions based on feedback or popularity