

## PROJECT PLANNING PHASE

### Project Planning Template

Date	28 June 2025
Team ID	LTVIP2025TMID60545
Project Name	Cafeteria Menu Display Using Service now
Maximum Marks	5 Marks

#### Project planning : Cafeteria Menu Display Using ServiceNow

##### ◆ 1. Project Phases & Timeline :

Phase	Duration	Key Activities
Initiation	1 week	Define scope, goals, stakeholders, and get approvals
Requirement Gathering	1 week	Identify functional/non-functional requirements
Design	1 week	Design data model, UI mockups, workflows
Development	2–3 weeks	Build tables, forms, workflows, notifications
Testing (UAT)	1 week	User testing by cafeteria staff & employees
Deployment	1 week	Move to production, configure access roles
Training & Handover	1 week	Conduct user training and finalize documentation
Post-Go-Live Support	1–2 weeks	Monitor usage, fix issues, collect feedback

 **Total Duration: ~8 weeks**

##### ◆ 2. Key Deliverables :

Deliverable	Responsible Party
Project Charter / Approval	Project Manager
Functional Requirements Document	Business Analyst
Data Model / Architecture Diagram	ServiceNow Developer
Menu Display Portal Page	ServiceNow Developer
Notification Flow Design	ServiceNow Developer
Test Cases & UAT Report	QA Team / Business Analyst
Training Guide & User Manual	Training Lead

Deliverable	Responsible Party
Production Go-Live Plan	DevOps / Platform Admin

### ◆ 3. Roles & Responsibilities :

Role	Responsibilities
Project Manager	Oversee planning, timelines, communication
Business Analyst	Gather requirements, create documentation
ServiceNow Developer	Build and configure solution components
QA/Testers	Conduct testing and validation
Cafeteria Staff (SMEs)	Provide menu data and test UI
Employees (Pilot Group)	Test and provide feedback
Training Lead	Deliver user training and materials
ServiceNow Admin	Manage roles, access, deployment

### ◆ 4. Tools & Platforms :

- ServiceNow App Engine – For app development
- Flow Designer – For automation workflows
- Service Portal / Mobile App – End-user access
- Microsoft Teams / Outlook – Project communication
- Excel / Word / PowerPoint – Documentation & reporting

### ◆ 5. Risk Mitigation Plan :

Risk	Mitigation
Delays in requirement approvals	Early stakeholder involvement
Low user adoption	Pilot group feedback + training
Menu data not maintained	Set reminders and escalation alerts
Notification overload	Allow user-based subscription controls

### ◆ 6. Success Criteria :

- Employees can view updated menus via ServiceNow
- Staff can publish and schedule menus without IT help

- Notifications work based on user preferences
- 80%+ adoption rate within the first month