✅ **Advantages**

Advantage	Description
Centralized Menu Management	All menus managed in one platform, eliminating confusion and inconsistencies.
Real-Time Updates	Instant publishing ensures employees always see the latest menu information.
Automation of Processes	Scheduling, notifications, and reminders reduce manual effort and errors.
Mobile & Web Access	Employees can conveniently access menus anytime, anywhere via ServiceNow portal or mobile app.
Personalization & Filtering	Users can filter menus based on dietary preferences, improving user experience.
Integration Potential	Can be extended to integrate with digital signage, HR systems, or chatbots for enhanced features.
Enterprise Security & Compliance	ServiceNow's robust security features protect sensitive data and ensure proper access control.
Scalability	Easily scaled to support multiple cafeteria locations and growing user bases.
Improved Employee Satisfaction	Clear communication of menu options helps employees plan meals and feel valued.
Reduced Paper Use & Waste	Digital menus cut down on printing and physical notices, supporting sustainability initiatives.

❌ **Disadvantages**

Disadvantage	Description
Initial Setup & Development Time	Building and customizing the solution requires time and resources upfront.
User Adoption Challenges	Employees may be slow to adopt the new digital system without proper training and change management.
Dependency on ServiceNow Platform	Requires ongoing ServiceNow licenses and platform availability; vendor lock-in concerns may arise.
Internet Connectivity Required	Users need reliable internet access to view menus, limiting offline usability.

Disadvantage	Description
Limited Features Without Customization	Out-of-the-box features might not fully meet all cafeteria-specific needs, requiring additional dev.
Notification Overload Risk	Poorly configured notifications may overwhelm users, causing them to ignore alerts.
Access Restrictions	Users without proper roles may not view menus, requiring careful role and permission management.
Performance Under Heavy Load	If not properly tested and optimized, the system could slow down with high user concurrency.