

INTRODUCTION PHASE

Project Overview

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| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID60545 |
| Project Name | Cafeteria Menu Display Using Service now |
| Maximum Marks | 2 Marks |

Introduction to Cafeteria Menu Display Using Service now

ServiceNow is a powerful cloud-based platform widely used for digital workflow automation and IT service management. While it's traditionally employed in ITSM, its flexibility allows organizations to extend its capabilities to other business functions—including facilities and hospitality services such as a Cafeteria Menu Display System.

A Cafeteria Menu Display using ServiceNow leverages the platform's low-code/no-code tools, custom applications, and dynamic dashboards to present daily or weekly meal offerings to employees or visitors. This solution ensures real-time updates, centralized management, and user-friendly access via the web or internal portals.

Key Features:

- **Dynamic Menu Updates:** Cafeteria staff can easily update daily menus through a custom ServiceNow form or table.
- **User Accessibility:** Employees can view the menu from their ServiceNow self-service portal, mobile app, or display screens in the facility.
- **Scheduling & Automation:** Menus can be scheduled in advance and published automatically on specified dates.
- **Custom Notifications:** Users can opt-in to receive meal alerts or dietary-specific menu items via email or portal notifications.
- **Integration Capabilities:** Can be integrated with external display systems or digital signage tools for broader visibility.

Project Overview: Cafeteria Menu Display Using ServiceNow

Project Title :

Cafeteria Menu Display Using ServiceNow

Objective :

The primary objective of the Cafeteria Menu Display using ServiceNow is to streamline and digitize the process of sharing cafeteria meal offerings with employees and visitors. By leveraging ServiceNow's platform capabilities, this solution aims to:

- Provide a centralized and user-friendly system for managing and displaying daily, weekly, or monthly cafeteria menus.

- Enable real-time updates to ensure accurate and timely information is always available to users.
- Enhance communication between cafeteria services and employees through accessible menu displays on the ServiceNow portal, mobile app, and digital signage.

Scope :

The scope of the Cafeteria Menu Display using ServiceNow project includes the design, development, implementation, and maintenance of a digital menu display system within the ServiceNow platform. This system will serve both cafeteria staff and end users (employees and visitors).

In-Scope Activities:

- Development of a custom ServiceNow application to manage cafeteria menu items, categories (e.g., breakfast, lunch, snacks), and availability dates.
- Design of user interfaces for:
 - Cafeteria staff to input and schedule menu items.
 - Employees to view current and upcoming menus.

Tools and Platform :

The Cafeteria Menu Display System will be built and operated using the following tools and platforms to ensure seamless integration, usability, and maintainability:

1. Platform

- ServiceNow Platform (Rome / San Diego / Later Releases)
 - Core platform for building and managing the application.
 - Provides database tables, form builders, workflows, and UI customization.

2. ServiceNow Modules & Components

- Service Portal / Employee Center
 - For displaying the menu to end users in a user-friendly interface.
- App Engine Studio
 - For low-code/no-code application development (custom menu app).
- Flow Designer
 - For automating tasks like menu scheduling and notifications.
- Notifications and Subscriptions
 - For sending alerts (email, in-app) to users about new menu items or changes.
- ServiceNow Tables and Catalog Items
 - To store and manage menu data and allow cafeteria staff to input or update menus.

Benefits :

Implementing a Cafeteria Menu Display System on ServiceNow provides multiple operational, user experience, and organizational advantages:

1. Centralized Information Management

- Ensures all menu data is maintained in one unified platform.
- Reduces dependency on printed menus, emails, or third-party tools.

2. Real-Time Menu Updates

- Allows cafeteria staff to instantly update menu items and publish them with immediate visibility.
- Prevents communication delays and ensures accuracy.

3. Enhanced User Experience

- Employees can conveniently access the cafeteria menu through the ServiceNow portal or mobile app.
- Menus can be filtered by date, meal type, or dietary preference (e.g., vegetarian, vegan, gluten-free).

Expected Outcomes :

The implementation of the **Cafeteria Menu Display System on ServiceNow** is expected to deliver the following outcomes:

✓ **1. Streamlined Menu Management**

- Cafeteria staff will be able to create, schedule, and publish menus easily through a user-friendly ServiceNow interface.
- Reduction in manual processes such as paper posting or email-based menu circulation.

✓ **2. Improved Menu Visibility**

- Employees will have real-time access to daily and weekly menus via the ServiceNow portal and mobile app.
- Menus will be consistently available across all display platforms (web, mobile, digital signage).

✓ **3. Higher Employee Engagement and Satisfaction**

- Employees will feel more informed and in control of their meal choices.
- Increased satisfaction from transparent communication and accessible dietary options.