

## PROJECT DESIGN PHASE

### Problem - Solution Fit Template

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

#### Problem–Solution Fit :

##### ▼ The Problem :

In many organizations, employees experience frustration due to:

- Inconsistent or delayed cafeteria menu updates.
- Limited visibility into meal options, dietary labels, or schedule changes.
- Reliance on outdated communication methods (paper notices, mass emails).
- Lack of personalization or proactive notifications about meal availability.

##### On the cafeteria side, staff face:

- Manual effort in publishing menus across multiple channels.
- No centralized system to manage daily or weekly food schedules.
- Repetitive communication tasks and potential for human error.

##### The Solution :

A digital Cafeteria Menu Display system built on ServiceNow solves these problems by:

#### 1. Centralizing Menu Management

- Cafeteria staff can easily create, schedule, and publish menus using a single platform.
- Menus are stored in a structured, searchable database with built-in lifecycle management.

#### 2. Real-Time Employee Access

- Employees can view menus via the ServiceNow portal or mobile app.
- Daily, weekly, and categorized views enhance visibility and convenience.

#### 3. Personalization and Notifications

- Employees can subscribe to specific dietary categories (e.g., vegan, gluten-free).

- The system sends automated notifications when relevant menus are posted.

#### **4. Automation and Workflow**

- Uses ServiceNow Flow Designer to automate publishing, expiration, and reminder tasks.
- Reduces manual overhead and improves accuracy and timeliness.

#### **5. Scalable and Secure**

- Built on a trusted enterprise platform with role-based access and audit tracking.
- Can be expanded to multiple cafeterias or integrated with other systems (e.g., signage or chatbots).

#### **Fit Summary :**

Aspect	Problem	Solution
Menu Visibility	Hard to access, not updated	Centralized, digital, real-time menu
User Engagement	No personalization	Subscriptions, notifications, mobile access
Staff Efficiency	Manual, repetitive work	Automated scheduling, template-based entry
Communication	Paper/email-based	Dynamic web and mobile interfaces
Scalability	Local, isolated approach	Enterprise-grade, multi-location support