**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 25th June 2025 |
| Team ID | LTVIP2025TMID28797 |
| Project Name | Cafeteria Menu Display Project |
| Maximum Marks | 2 Marks |

**🧩 Customer Problem Statement – ServiceNow Cafeteria Menu Display Portal**

**🎯 Who is experiencing the problem?**

Employees and cafeteria administrators within the organization.

**🚫 What is the problem?**

Employees lack timely and easy access to cafeteria menus. Current menu updates are either delayed, inconsistent, or communicated via inefficient channels (e.g., printed notices or emails). For administrators, manually managing and updating menus across departments is time-consuming and prone to errors.

**🛑 Why is it a problem?**

* Employees are often unaware of daily or weekly meal options.
* Dietary needs and preferences are not visible or addressed in real-time.
* Administrators spend excessive time manually updating menus and handling approvals.
* There's no historical data available to analyze meal preferences or track special menus.

**🎯 What does success look like?**

* A centralized **ServiceNow portal** where administrators can create, update, and publish menus effortlessly.
* Employees can access menus anytime via web or mobile, view dietary tags (e.g., vegetarian, vegan), and plan their meals.
* Automated workflows reduce admin time and improve accuracy.
* Reports and dashboards provide valuable insights into menu usage and preferences.

**🧠 Empathy Angle**

"I wish I could easily check what's being served today in the cafeteria, especially since I have dietary restrictions. Right now, I have to ask around or wait for an email."

"I spend too much time creating and sending menus manually. A tool to automate this would save me a lot of time and avoid confusion."

**✅ Final Statement**

Employees and administrators struggle with inefficient, manual cafeteria menu processes. A smart, automated portal on ServiceNow can centralize menu management, improve communication, and enhance the overall dining experience through real-time visibility and data-backed planning.

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| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Suresh | Order | Not placed | Improper communication | Bad |