

Date	28 June 2025
Team ID	LTVIP2025TMID60591
Project Name	Cafeteria Menu Display
Maximum Marks	5 Marks



## Project Planning: Cafeteria Menu Display in ServiceNow



### Project Objective

To design, develop, and deploy a centralized, easy-to-use digital cafeteria menu system within ServiceNow that improves accessibility, transparency, and operational efficiency.



### Project Phases & Timeline

Phase	Duration	Key Activities
1. Requirement Gathering	Week 1	<ul style="list-style-type: none"><li>- Stakeholder meetings</li><li>- Identify use cases</li><li>- Define user roles &amp; permissions</li></ul>
2. Design	Week 2	<ul style="list-style-type: none"><li>- Data model design</li><li>- UI/UX wireframes</li><li>- Draft architecture</li></ul>
3. Development	Weeks 3–4	<ul style="list-style-type: none"><li>- Build custom tables</li><li>- Create portal widgets</li><li>- Configure roles &amp; ACLs</li></ul>
4. Testing	Week 5	<ul style="list-style-type: none"><li>- Unit testing</li><li>- UAT with cafeteria staff</li><li>- Fix bugs</li></ul>
5. Deployment	Week 6	<ul style="list-style-type: none"><li>- Migrate to Production</li><li>- Train users</li><li>- Go-live</li></ul>
6. Post Go-Live Support	Week 7 onward	<ul style="list-style-type: none"><li>- Monitor issues</li><li>- Collect feedback</li><li>- Continuous improvement</li></ul>



### Milestones

Milestone	Target Date
Project Kickoff	Day 1
Requirements Finalized	Day 5
Design Approved	Day 10
Development Complete	Day 20
Testing Complete	Day 25
Go-Live	Day 30

## Roles & Responsibilities

Role	Responsibility	
<b>Project Manager</b>	Overall coordination, timeline management	
<b>ServiceNow Developer</b>	Build UI, logic, and database configuration	
<b>Business Analyst</b>	Requirement collection and process documentation	
<b>Cafeteria Staff</b>	Provide menu data, participate in UAT	
<b>QA Tester</b>	Functional and UI testing	
<b>IT Admin</b>	Access control, user management	

## Deliverables

1. Requirements Document
2. ServiceNow Custom Table (x\_cafe\_menu\_items)
3. Service Portal Widget (for menu display)
4. Admin UI (for menu management)
5. ACLs & Role configuration
6. Flow Designer setup (for automation/notifications)
7. Testing Reports
8. Go-Live Checklist
9. User Training Manual

## Tools & Resources

- **Platform:** ServiceNow (Orlando to Tokyo versions)
- **Modules Used:** Service Portal, Flow Designer, Script Includes, ACLs
- **Documentation:** Confluence / Google Docs
- **Communication:** MS Teams / Slack / Email
- **Tracking:** Jira / Trello for task management

Risk	Mitigation Strategy
Delay in gathering requirements	Frequent stakeholder sync-ups
Lack of staff familiarity with ServiceNow	Provide training sessions post-development
Inaccurate menu data	Build validation checks in form fields