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| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID60591 |
| Project Name | Cafeteria Menu Display |
| Maximum Marks | 2Marks |

✅ **Problem–Solution Fit: Cafeteria Menu Display in ServiceNow**

🎯 **Problem Statement**

Employees and visitors often face difficulty accessing updated cafeteria menus, including daily specials, pricing, dietary information, and timing. Traditional display methods (e.g., posters, static intranet pages) are:

- Outdated quickly
- Not mobile-friendly
- Not integrated with the organization’s workflow
- Lack personalization (e.g., vegetarian preferences)

💡 **Solution Overview**

A **digital cafeteria menu display system** built in **ServiceNow** that is:

- Accessible via the **Service Portal**
- Dynamically updated by cafeteria staff
- Integrated with the organization's existing ServiceNow platform
- Mobile and desktop friendly
- Customizable for user preferences

✅ **How the Solution Fits the Problem**

| Problem | Solution in ServiceNow |
|--|--|
| Menu updates are slow and manual | Admin UI to update menu items instantly using custom tables |
| Users can’t access the menu remotely | Menu available via mobile-friendly ServiceNow Service Portal |
| No integration with enterprise systems | Uses ServiceNow's unified platform with SSO and notifications |
| Hard to find relevant food options (e.g., vegan) | Add filters based on user preferences (via user profile or selections) |

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| Lack of real-time updates or notifications | Automate changes and push notifications using Flow Designer and Scheduled Jobs |
| Cafeteria staff have no technical background | Simple form-based UI for menu input; no scripting required |
| Limited visibility on what's trending or preferred | Optional reporting dashboards using Performance Analytics |

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Key Features of the Solution

-  **Custom Menu Table:** Stores dishes, prices, categories, availability
-  **Service Portal Widget:** Displays the menu interactively
-  **Role-based Access:** Only cafeteria admins can edit; all users can view
-  **Mobile Responsive:** Works on phones, tablets, kiosks
-  **Notifications:** Daily menu summary via email or push (optional)
-  **Integration Ready:** Can sync with external kitchen systems if needed

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