

Date	28 June 2025
Team ID	LTVIP2025TMID60591
Project Name	Cafeteria Menu Display
Maximum Marks	4 Marks

✓ Advantages of Cafeteria Menu Display in ServiceNow

Advantage	Description
1. Centralized Access	Employees can view cafeteria menus anytime, anywhere via the Service Portal.
2. Real-Time Updates	Menus can be updated instantly by cafeteria staff without waiting or printing.
3. Easy to Use	Simple form-based interface for non-technical staff to manage menus.
4. Mobile-Friendly	Menus are responsive and accessible on mobile, tablets, and desktops.
5. Role-Based Access	Only authorized users can edit or manage menu items; others have view access.
6. Integration with Notifications	Option to send daily menu alerts via email or system notifications.
7. Environmentally Friendly	Eliminates the need for paper menus or posters.
8. Scalable & Configurable	Can be extended to multiple locations or integrated with digital signage.
9. Secure Platform	Built into the existing ServiceNow instance with enterprise-level security.
10. Audit & Tracking	Logs changes and updates for accountability.

✗ Disadvantages of Cafeteria Menu Display in ServiceNow

Disadvantage	Description
1. Licensing Cost	ServiceNow licenses are expensive; may not justify use just for cafeteria needs.

2. Complexity for Small Teams	Might be overkill for small organizations with limited cafeteria services.
3. Learning Curve	Cafeteria staff may need training to navigate the ServiceNow interface.
4. Limited UI Flexibility	Service Portal UI is not as flexible as dedicated web technologies (e.g., React).
5. Dependency on IT Team	Initial setup, customization, and ongoing maintenance require IT support.
6. Limited Offline Access	Users need internet and login access; not available for walk-in visitors.
7. Performance Considerations	ServiceNow may experience slow loading if not optimized for high traffic.

Summary

Perspective	Key Takeaway
For Enterprises already using ServiceNow	Huge advantage—leverage existing infrastructure.
For Cafeteria Operations	Increases efficiency, accuracy, and visibility.
For IT/Admins	Centralized control and secure access.
For Small Orgs with Basic Needs	May be too complex or expensive for just a menu display.