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

✅ Solution Requirements: Cafeteria Menu Display in ServiceNow

❇️ 1. Functional Requirements

These define what the system should *do*:

🖥️ Menu Management

- Admin can create, edit, and delete menu items.
- Admin can specify:
    - Date(s)
    - Meal type (breakfast, lunch, dinner, snacks)
    - Dish name, description
    - Category (veg, non-veg, vegan, etc.)
    - Optional: Price, nutrition info, image

📅 Menu Display

- Employees can view menus via:
    - Daily view
    - Weekly calendar view
- Filter by:
    - Meal type (lunch, breakfast, etc.)
    - Food category (veg, gluten-free, etc.)

🔔 Notifications (Optional)

- Send automated notifications for:
    - New menu available
    - Today's special
    - Last-minute changes

⭐ **Feedback Mechanism**

- Employees can:
    - Rate dishes (1–5 stars or emoji scale)
    - Leave short comments
- Admin can view feedback analytics

🔍 **Search Functionality**

- Employees can search menus by dish name or ingredient

🛠️ **2. Non-Functional Requirements**

These define **how** the system should behave:

❄️ **Usability**

- Simple, intuitive UI for both Admin and Employee users
- Mobile-friendly design (support Now Mobile App)

📊 **Performance**

- Load menu pages within 2 seconds
- Support concurrent users without lag

🔐 **Security & Access Control**

- Role-based access:
    - **Cafeteria Admin** – full CRUD permissions
    - **Employees** – read-only access + feedback
- Use ServiceNow ACLs (Access Control Lists)

🔄 **Reliability**

- System must allow seamless real-time updates
- Ensure no data loss during updates

🧱 **3. Technical Requirements**

📋 **Tables / Data Schema**

- Cafeteria_Menu:
    - Fields: Name, Description, Date, MealType, Category, Image, etc.
- Menu_Feedback:

- Fields: MenuItem, User, Rating, Comment, Date

💁 Roles

- cafeteria_admin
- cafeteria_viewer or use snc_internal for employees

🧩 Platform Components

- ServiceNow App Engine Studio (for custom app)
- UI Builder (for portal widget)
- Flow Designer (for automation/notifications)
- Reporting/Dashboard (for feedback and trends)

📦 Integrations (Optional)

- Connect with:
  - Microsoft Teams, Slack (for daily menu broadcast)
  - Nutrition databases (for dietary info)