

PROJECT DESIGN PHASE

Problem–Solution Fit :

The Problem :

In many organizations, employees experience frustration due to:

- Inconsistent or delayed cafeteria menu updates.
- Limited visibility into meal options, dietary labels, or schedule changes.
- Reliance on outdated communication methods (paper notices, mass emails).
- Lack of personalization or proactive notifications about meal availability.

On the cafeteria side, staff face:

- Manual effort in publishing menus across multiple channels.
- No centralized system to manage daily or weekly food schedules.
- Repetitive communication tasks and potential for human error.

The Solution :

A digital Cafeteria Menu Display system built on ServiceNow solves these problems by:

1. Centralizing Menu Management

- Cafeteria staff can easily create, schedule, and publish menus using a single platform.
- Menus are stored in a structured, searchable database with built-in lifecycle management.

2. Real-Time Employee Access ○ Employees can view menus via the ServiceNow portal or mobile app.

- Daily, weekly, and categorized views enhance visibility and convenience.

3. Personalization and Notifications

- Employees can subscribe to specific dietary categories (e.g., vegan, glutenfree).
- The system sends automated notifications when relevant menus are posted.

4. Automation and Workflow

- Uses ServiceNow Flow Designer to automate publishing, expiration, and reminder tasks.
- Reduces manual overhead and improves accuracy and timeliness.

5. Scalable and Secure

- Built on a trusted enterprise platform with role-based access and audit tracking.
- Can be expanded to multiple cafeterias or integrated with other systems (e.g., signage or chatbots).

Fit Summary :

Aspect	Problem	Solution
Menu Visibility	Hard to access, not updated	Centralized, digital, real-time menu
User Engagement	No personalization	Subscriptions, notifications, mobile access
Staff Efficiency	Manual, repetitive work	Automated scheduling, template-based entry
Communication	Paper/email-based	Dynamic web and mobile interfaces
Scalability	Local, isolated approach	Enterprise-grade, multi-location support