# PROJECT DESIGN PHASE

**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- Reliance on outdated communication methods (paper notices, mass emails).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**

   o Cafeteria staff can easily create, schedule, and publish menus using a single platform.

   o Menus are stored in a structured, searchable database with built-in lifecycle management.

2. **Real-Time Employee Access**

   o Employees can view menus via the ServiceNow portal or mobile app.

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

3. **Personalization and Notifications**

   o Employees can subscribe to specific dietary categories (e.g., vegan, glutenfree).

   o The system sends automated notifications when relevant menus are posted.

4. **Automation and Workflow**

   o Uses ServiceNow Flow Designer to automate publishing, expiration, and reminder tasks.

   o Reduces manual overhead and improves accuracy and timeliness.

5. **Scalable and Secure**

   o Built on a trusted enterprise platform with role-based access and audit tracking.

   o 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 |