

REQUIREMENT ANALYSIS PHASE

Solution Requirements: Cafeteria Menu Display Using ServiceNow

1. Functional Requirements:

These define what the system must do:

Menu Management:

- Ability for cafeteria staff to create, update, and delete menu items.
- Include fields such as: Date, Meal Name, Description, Category (breakfast/lunch), Dietary Tag (vegan, gluten-free).
- Option to schedule publishing and unpublishing of menu items.

User Interface:

- Employee-facing portal view of daily/weekly menus.
- Filters by meal type, date, and dietary preferences.
- Mobile-responsive view accessible from the ServiceNow Mobile App or Employee Center.

Notifications:

- Employees can subscribe to receive notifications based on preferences.
- Automatic email or in-app alerts when a new menu is published.

Scheduling and Automation :

- Menu items can be scheduled to go live and expire at specific times.
- Reminder notifications for cafeteria staff to input menus ahead of time.
- Reporting and Feedback (Optional):
- Logs of menu changes and publishing history.
- Simple rating or feedback form for employees to rate meals.

2. Non-Functional Requirements:

These define how the system should perform:

Requirement Description

Performance Pages should load in under 2 seconds under normal load.

Usability Easy-to-use UI for both cafeteria staff and employees with minimal training.

Scalability Should support multiple cafeteria locations and growing user base.

Reliability

System should have high availability (e.g., 99.9% uptime) for business hours.

Security Role-based access control (RBAC); only authorized users can manage menus.

Compatibility Compatible with ServiceNow portal, mobile app, and Chrome, Edge, Safari.

Localization (Optional) Support for multi-language menus if needed across regions.

3. Technical Requirements :

These define what the system needs technically:

- Built using ServiceNow App Engine (low-code/no-code platform).
- Use of ServiceNow Tables to store menu data.
- Utilizes Flow Designer for automation (e.g., publishing workflows).
- Notification engine for sending alerts (email, mobile, or in-app).
- Service Portal widget or page for displaying menus.

4. Access & Permissions :

- Cafeteria Staff Role: Access to create/edit menu data only.
- Employees: Read-only access to menus, ability to set notification preferences.
- Admin: Full control, including reporting and permission management.