

# Ideation Phase

**Team ID:** LTVIP2026TMIDS42497

**Project Name:** Cafeteria Menu Display using ServiceNow

## (a) Problem Statement

The Cafeteria Menu Display System is a digital platform designed to streamline and automate the management, scheduling, and publishing of cafeteria menus within an organization.

In many organizations, cafeteria menus are managed manually through printed notices, emails, or verbal communication. This traditional approach often leads to confusion, outdated information, lack of transparency, and difficulty in accessing previous menu records.

Employees may not receive real-time updates about daily or weekly meals, dietary options, special items, or price changes. Manual processes increase administrative workload and the chances of human error.

There is no centralized system to track historical menu data or manage approval workflows before publishing new menus.

The system provides a centralized, automated, and user-friendly platform to manage menu details digitally. It enables administrators to create, update, approve, and publish menus in real-time, improving transparency and operational efficiency.

## Challenges of Cafeteria Menu Display using ServiceNow

- Initial setup and configuration may require technical expertise.
- Customization of forms and workflows can be time-consuming.
- Ensuring accurate real-time data updates is critical.
- Integration with existing employee systems may be complex.
- Training staff to use the system effectively.

## Objectives of Cafeteria Menu Display using ServiceNow

- Digitize and centralize cafeteria menu management.
- Provide real-time access to daily and weekly menus.
- Implement automated approval workflows before publishing menus.
- Maintain historical menu records for future reference.
- Reduce manual effort and minimize scheduling errors.
- Improve employee engagement and dining experience.
- Ensure secure and structured data management.