

# Requirement Analysis

|              |                        |
|--------------|------------------------|
| Team ID      | LTVIP2026TMIDS42497    |
| Project Name | Cafeteria Menu Display |

## (a) Solution Requirement

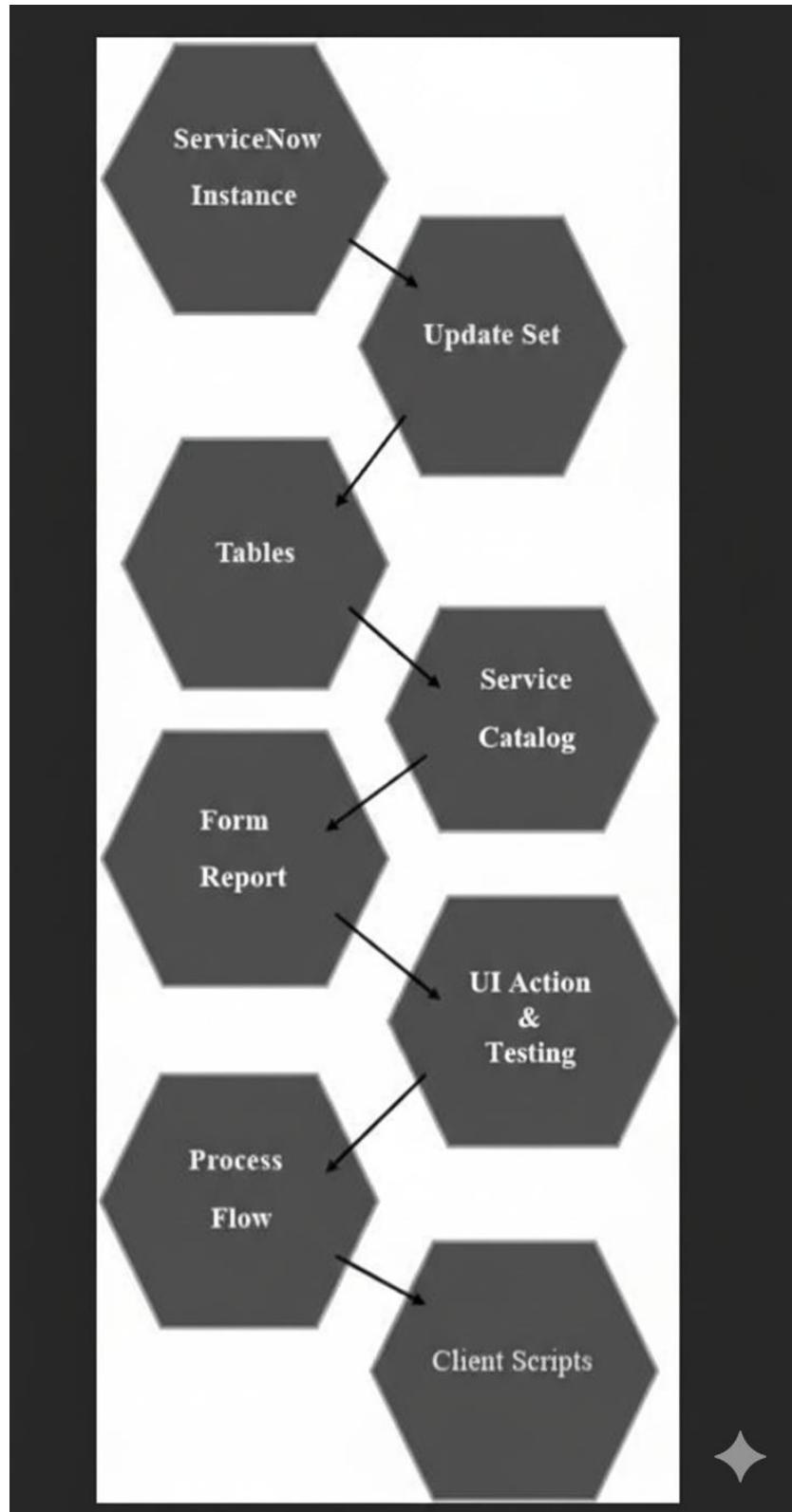
### • Functional Requirements

| FR No | Functional Requirement         | Sub Requirement  |
|-------|--------------------------------|--|
| FR -1 | Setting Up ServiceNow Instance | Setting up a ServiceNow instance involves creating a personal developer account on the ServiceNow Developer site and requesting a free cloud-based instance. |
| FR -2 | Menu Management                | The system must allow administrators to create, update, and publish daily and weekly cafeteria menus efficiently.  |
| FR -3 | Automated Scheduling           | The platform must automate menu scheduling and maintain a historical record for future reference.  |
| FR -4 | Real-time Access               | Employees must have real-time access to meal options, dietary info, and special offerings.   |
| FR -5 | Approval Workflow              | The system must streamline the approval process for new menus to ensure accuracy before publication.   |
| FR -6 | Search and Filter              | Employees must be able to easily view and filter upcoming meals and dietary categories.  |

- **Non-Functional Requirements**

| NFR No | Non-Functional Requirements | Description   |
|--------|-----------------------------|---|
| NFR -1 | Usability                   | The interface must be user-friendly to reduce the administrative burden and enhance employee engagement.            |
| NFR-2  | Security                    | Ensure secure digital transformation by restricting menu editing capabilities to authorized administrators only.    |
| NFR-3  | Performance                 | The portal should provide real-time data updates with minimal latency during peak cafeteria hours.                  |
| NFR-4  | Scalability                 | The architecture must adapt to growing institutional needs, from small offices to large multi-campus organizations. |

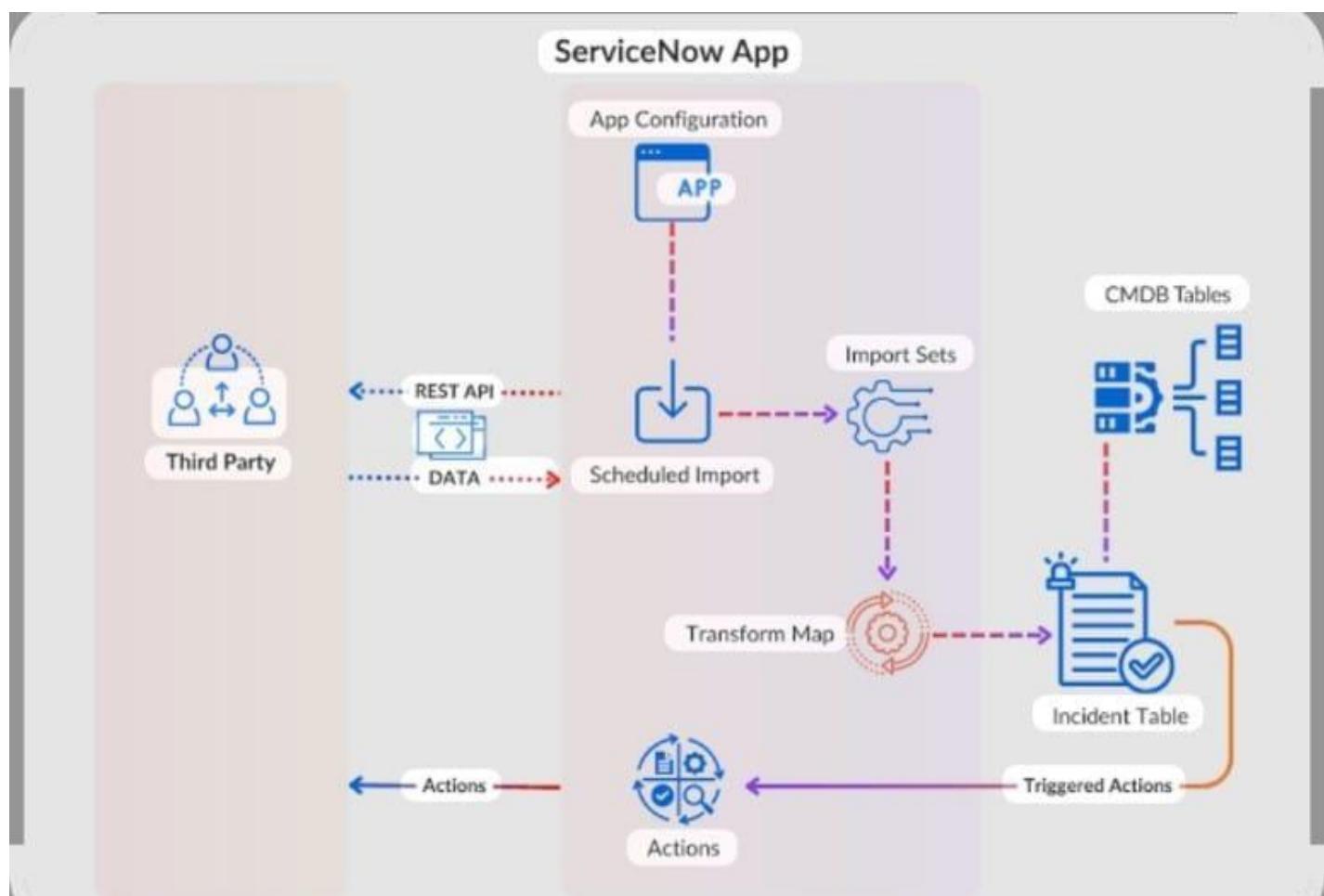
## (b) Data Flow Diagram



## (c) Technology Stack

A technology stack is a combination of software tools, programming languages, frameworks, and technologies used to build and run an application or project. The technology stack of ServiceNow is a blend of proprietary and standard technologies that support its cloud-based, enterprise service management platform.

## Architecture of ServiceNow :



The architecture of ServiceNow is designed as a multi-instance, cloud-based platform that ensures scalability, flexibility, and security. It is structured into several key layers, beginning with the User Interface layer, which provides users with access through web browsers, mobile apps, and service portals.