

ServiceNow Food Ordering System BRD

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Platform: ServiceNow (Custom Food Ordering Application)

1. Project Overview

The Food Ordering System implementation introduces a custom ServiceNow application designed to streamline food and beverage ordering across the organization. The system supports end users submitting food/drink orders, baristas fulfilling the orders, and administrators managing menu items, users, and overall configuration.

The platform improves customer satisfaction and internal workflow efficiency by providing mobile ordering, real-time order visibility, role-based access, and structured menu management. It also includes documentation, training, and post-implementation adoption support.

This implementation includes creating a scoped application, configuring custom tables, building order workflows, defining user roles, establishing mobile-friendly interfaces, and developing administrative views for order tracking and reporting.

2. Business Requirements

The following functional requirements define the expected behavior of the Food Ordering System.

BR1: Scoped Food Ordering Application

Description: A dedicated, scoped application must be created to manage all food ordering functionality.

Requirements:

- Application must be created using the ServiceNow Studio environment.

- Must include name, description, roles, and mobile/classic formats.
- Application must be isolated from other business applications.

BR2: Custom Tables & Fields

Description: The system must include tables and fields to store menu items, item details, and order information.

Requirements:

- Create custom tables such as “Food/Drink Items” and “Orders.”
- Fields must include item name, size, ingredients, price, and availability.
- Order records must capture user, item, status, date/time, and quantity.
- Fields must support validation and reference types where appropriate.

BR3: User Roles & Permissions

Description: Users must have role-based access to ensure secure and appropriate system interaction.

Requirements:

- Create roles such as User, Barista, and Admin.
- Users can submit orders; baristas can view and fulfill them.
- Admins can modify menu data, configurations, and role assignments.
- Modules and tables must reflect assigned roles.

BR4: Order Submission & Fulfillment Workflow

Description: The system must support end-to-end order creation, tracking, and fulfillment.

Requirements:

- Users must be able to submit food/drink orders.
- Orders must automatically route to baristas or appropriate user groups.
- Baristas must be able to update order statuses (New, In Progress, Completed).
- Orders must track timestamps, preparer, and fulfillment details.

BR5: Mobile Ordering Support

Description: The application must support mobile-friendly ordering via ServiceNow’s mobile interface.

Requirements:

- Application must include mobile format configuration.
- Forms and lists must be viewable and functional on mobile.
- Users must be able to place orders from mobile devices.

BR6: Administrative Reporting & Views

Description: The system must allow administrators to view and filter all open or completed orders.

Requirements:

- Create filtered modules such as “All Open Orders.”
- Enable sorting by item, user, order date, and order status.
- Provide list and form designs aligned with administrative workflow needs.

BR7: Menu Management

Description: Admins must be able to maintain the menu of food and drink items.

Requirements:

- Admins can create, update, or retire menu items.
- Items must display in ordering interfaces only when active.
- Menu configuration must support categories (e.g., drinks, snacks, meals).

BR8: User Management

Description: Users must be able to be added to groups and assigned to roles as needed.

Requirements:

- Admins must be able to create or edit user accounts.
- Users must be assigned to groups for routing (e.g., Barista Group).
- Users must be automatically linked to order records when submitting orders.

3. Use Cases

The following use cases describe how users interact with the Food Ordering System.

UC1: Submit a Food Order

Primary Actor: End User

Preconditions:

- User must have the User role.

Main Flow:

1. User navigates to the Food Ordering application.
2. User selects menu item(s) and enters any required details.
3. System validates form fields.
4. Order is created and routed to the Barista Group.
5. User receives confirmation.

Postconditions:

- Order appears on the barista's queue.

UC2: Fulfill an Order

Primary Actor: Barista

Preconditions:

- Order assigned to Barista Group.

Main Flow:

1. Barista opens the “All Open Orders” module.
2. Barista selects an order and begins preparation.
3. Barista updates order status to “In Progress.”
4. Upon completion, barista updates status to “Completed.”

Postconditions:

- Order moves to completed state and is archived for reporting.

UC3: Manage Menu Items

Primary Actor: Admin

Preconditions:

- Admin has table-edit permissions.

Main Flow:

1. Admin navigates to menu item table.
2. Admin creates, edits, or retires an item.
3. System updates menu availability.

Postconditions:

- Menu is updated in real time for all users.

UC4: Modify User Roles or Groups

Primary Actor: Admin

Preconditions:

- Admin has access to User Administration.

Main Flow:

1. Admin navigates to User Administration.
2. Admin assigns appropriate roles or groups.
3. System updates access privileges accordingly.

Postconditions:

- User role alignment is reflected across the application.

4. User Stories

The user stories describe the needs of different roles interacting with the Food Ordering System.

- As a user, I want to submit food and drink orders so that I can receive items efficiently.
- As a barista, I want to view all open orders so that I can fulfill them in a timely manner.
- As a barista, I want to update the status of each order so that users know when their order is ready.

- As an admin, I want to maintain the menu so that users always see accurate and available items.
- As an admin, I want to assign roles and groups so that users have the correct level of access.
- As a manager, I want reporting views so that I can track fulfillment times and order volumes.