Cafeteria Menu Display System

Project Final Report

Project Title: Cafeteria Menu Display

Team ID: LTVIP2025TMID31351

Team Size : 4

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College Name: Bonam Venkata Chalamayya Institute of Technology & Science

 Project Duration: 8 hours Internship

Organization: SmartBridge

1. Introduction

2. IDEATION PHASE

2.1 Problem Statement
Employees often face difficulty accessing up-to-date cafeteria menus. Manual menu updates cause delays and inconsistencies. There is no centralized platform to view or manage meals, leading to a poor dining experience.

2.2 Empathy Map Canvas
Users need clarity, consistency, and easy access to meal information. Key insights:
- Thinks: Wants transparency in food offerings.
- Feels: Frustrated with outdated or missing menus.
- Says: Asks colleagues or staff about today's meals.
- Does: Often skips meals due to lack of information.

2.3 Brainstorming
Ideas generated:
- Use of ServiceNow Service Portal
- Menu approval workflow

- Scheduled publishing
- Dietary tag system
- Weekly view and report generation
- Responsive UI design

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map
1. Employee logs into Service Portal
2. Navigates to Cafeteria Menu
3. Views meals for the day/week
4. Admin logs into backend
5. Submits new menu via catalog
6. Publishes menu
7. Menu becomes visible

3.2 Solution Requirement
- Service Catalog for menu input
- UI Action to publish menu
- Reports for weekly summary
- Roles: Admin, Employee
- Dashboard integration

3.3 Data Flow Diagram
Employee/Admin → Service Portal → Table Record → UI Action/Reports → ServiceNow Database

3.4 Technology Stack
- Platform: ServiceNow
- Frontend: Service Portal (Bootstrap, Jelly)
- Backend: GlideRecord, Flow Designer
- Reports: Performance Analytics
- Access Control: Role-Based (Admin/Viewer)

4. PROJECT DESIGN

4.1 Problem Solution Fit
Problem: Lack of accessible cafeteria menu
Solution: Centralized, automated menu display portal

4.2 Proposed Solution

Design a ServiceNow app with:
- Custom table for menu data
- Catalog item for menu submission
- UI Action for publishing
- Dashboard with menu reports
- Responsive portal interface

4.3 Solution Architecture

Data flows from form submissions to tables, processed by workflows/UI Actions, and finally displayed via dashboards or Service Portal. Reports summarize data for administrative review.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Week 1: Requirement gathering & table creation
Week 2: Catalog setup & UI Action development
Week 3: Report and dashboard creation
Week 4: Testing, finalization, and documentation

6. FUNCTIONAL AND PERFORMANCE TESTING
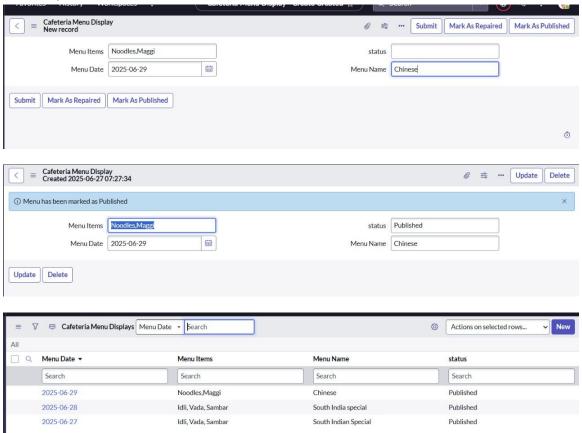
6.1 Performance Testing

Tested scenarios include:
- Menu submission via catalog
- Publishing via UI Action
- Viewing reports
- Service Portal performance across devices
Results were positive with all operations responsive within 2 seconds.

7. RESULTS

7.1 Output Screenshots

8. ADVANTAGES & DISADVANTAGES

Advantages:
- Centralized control
- Real-time updates
- Role-based security

Disadvantages:
- Dependent on internet
- Requires user training

9. CONCLUSION

The Cafeteria Menu Display project efficiently digitizes cafeteria management. Developed on ServiceNow, it improves communication, reduces effort, and ensures a seamless experience for both administrators and employees.

10. FUTURE SCOPE

- Dietary tagging system
- Integration with feedback forms
- Weekly meal plans via email
- Mobile app or QR access