

ServiceNow CSA

1. Introduction

• **Project Title:** Cafetria Menu Dispaly

• **Team Members:** Srihitha Abbineni

Deepika Oleti

Bhavitha Hasini

Thanuja Sodum

2. Project Overview

• **Purpose:**

The Cafeteria Menu Management System is developed using ServiceNow to manage daily cafeteria menus. It allows administrators to add, update, delete, and publish menu items, and allows users to view published menus through a dashboard.

• **Features:**

- User Registration & Login
- Add Menu Items
- Edit Menu Items
- Delete Menu Items
- Publish Menu (UI Action)
- Dashboard View for Users
- Role-based Access Control

3. Setup Instructions

• **Prerequisites:**

- ServiceNow Personal Developer Instance (PDI)
- Admin access
- Web browser (Chrome recommended)

• **Installation:**

1. Login to ServiceNow PDI
2. Create custom table for Menu
3. Add required field

4. Configure forms and lists
5. Create UI Action for Publish
6. Create ACL rules
7. Create dashboard for users

4. Folder Structure

- **Client:**
 - Forms
 - Service Portal Widgets
 - UI Pages
- **Server:**
 - Forms
 - Service Portal Widgets
 - UI Pages

5. Running the Application

1. Login to ServiceNow PDI
2. Navigate to Cafeteria Menu Application
3. Admin can manage menu records
4. Users can view published menus in dashboard

6. API Documentation

GET Menu List

Method: GET

Endpoint: `/api/now/table/x_cafe_menu`

POST New Menu

Method: POST

Endpoint: `/api/now/table/x_cafe_menu`

PUT Update Menu

Method: PUT

DELETE Menu

Method: DELETE

7. Authentication

- Handled by ServiceNow Login System
- Role-based access using ACL
- Admin role can Create/Update/Delete
- User role can View only

8. User Interface

- Login Page
- Menu Form
- Menu List
- Dashboard View
- Publish Button UI

9. Testing

Testing Type:

- Unit Testing
- Functional Testing
- UAT

Tools Used:

- ServiceNow Testing
- Manual Testing

10. Known Issues

- Dashboard refresh required after publishing
- No email notification feature
- No real-time updates

11. Future Enhancements

- Add Online Ordering Feature
- Add Payment Integration
- Add Email Notification
- Mobile-friendly Portal
- Analytics Report for Menu Sales