

# Internship Project Report

## Title: Cafeteria Menu Display using ServiceNow

### Student Details

Name: P Jilan

Internship Platform: SmartInternz

Project Title: Cafeteria Menu Display using ServiceNow

Duration: 4 Weeks

### Abstract

This project aims to design a digital menu display system for cafeterias using ServiceNow. The system allows cafeteria staff to manage daily or weekly menus, special items, and availability. It provides a seamless experience for end users to view updated food options and for staff to maintain content efficiently.

### Objectives

- Provide a digital platform to update cafeteria menus.
- Enable cafeteria staff to manage daily and weekly food items.
- Display real-time food availability and special menu items.
- Use workflow automation to streamline updates and visibility.

### Software & Technologies Used

- ServiceNow Platform
- Service Catalog
- Record Producers
- Flow Designer
- UI Policies
- Notifications

## **System Design & Implementation**

- Created custom tables for menu categories, food items, and availability.
- Designed catalog items for staff to input or update menu data.
- Used Flow Designer to automate publishing updated menus to the portal.
- Implemented notifications to alert users of new updates or item changes.
- Developed access control rules to differentiate roles of cafeteria staff and users.

## **Testing & Results**

Tested the system with cafeteria admin and regular user roles. Admins successfully added and updated menu items, while users could view the menus instantly. System worked effectively in reflecting updates in real-time with proper access control.

## **Conclusion**

This internship project gave insight into the use of ServiceNow for real-world, non-IT workflows. It enhanced my understanding of building low-code digital solutions and applying them in a service-based environment. The Cafeteria Menu Display is efficient, scalable, and user-friendly.

## **Acknowledgements**

I would like to thank SmartInternz and my mentors for their support and guidance. This project helped me improve my ServiceNow skills and explore workflow automation creatively.