Cafeteria Menu Display Portal

A ServiceNow Admin Project

Team Details

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Abstract

In modern organizations, efficient communication and planning around cafeteria operations are critical to employee satisfaction and productivity. Traditionally, the process of managing and publishing cafeteria menus has been manual, involving handwritten notices, emails, or verbal updates. This outdated approach often leads to inconsistent information, delays in menu publication, poor visibility for employees, and operational inefficiencies.

To address these challenges, the Cafeteria Menu Display Portal was developed using the ServiceNow platform, leveraging its low-code tools and workflow automation capabilities. The project aims to digitize and centralize the entire cafeteria menu process — from creation and submission to approval and real-time display.

The portal includes a custom-scoped application built using ServiceNow Studio, where cafeteria administrators can create and manage daily and weekly menus through a structured form. Menu submissions are routed through an approval workflow to ensure

quality and accuracy before being published. A UI Action button allows for one-click publishing, and reports help track past menus for planning and audit purposes.

Employees can access published menus through the Service Portal, allowing them to plan their meals in advance and stay informed about dietary options or special dishes. The portal not only reduces the manual effort involved in menu management but also enhances the employee experience by providing timely and reliable access to meal information

The project demonstrates how administrative tasks like cafeteria planning can be transformed through automation and self-service tools. By using ServiceNow's native components—such as catalog items, custom tables, workflows, UI policies, and reports—the solution is both scalable and maintainable. The platform's role-based access ensures secure operations while its real-time features improve responsiveness and accuracy.

This digital solution not only streamlines internal cafeteria operations but also lays a foundation for future enhancements such as QR-based menu displays, nutritional tagging, and feedback systems, making it a vital step in the organization's journey toward smarter workplace services.

Introduction

The Cafeteria Menu Display Portal is a web-based project developed using ServiceNow to manage and display cafeteria menus efficiently.
It allows administrators to create, update, and publish menus while employees can view daily and weekly meal plans. The platform streamlines
menu scheduling, approval workflows, and maintains historical records, enhancing the dining experience across the organization.

Project Overview

This project aims to simplify cafeteria menu operations using the ServiceNow platform. Key goals:

• Centralize menu creation, approval, and publishing.

• Automate workflows for timely menu updates.

• Make cafeteria menus easily accessible to employees.

- Maintain historical records for audit or planning.

The system includes a custom scoped application with tables, catalog items, UI policies, actions, reports, and roles.

Problem Statement

The Cafeteria Menu Display Portal will enhance the management, publication, and accessibility of daily and weekly cafeteria menus across an organization. Administrators will be able to create, update, and publish menus efficiently, ensuring employees have realtime access to meal options. The portal will streamline the approval process for new menus, automate menu scheduling, and maintain a historical record for future reference. Employees can easily view upcoming meals, dietary options, and special offerings, improving cafeteria engagement and meal planning. By centralizing menu management, the platform will reduce manual effort, minimize errors, and enhance the overall dining experience for employees.

Brainstorming & Module Planning

Modules identified:

- Scoped App in ServiceNow Studio

- Menu Record Table

- Service Catalog for submissions

- Workflow for approval

- UI Action for instant publishing • Reports for menu tracking **Requirement**

Analysis

Functional Requirements:

- Create a menu with fields (Date, Meal, Food Items, Special Note)

- Submit via catalog item

- Approve/reject by cafeteria manager

- Publish/unpublish menu using UI Action

- View menus via the Service Portal
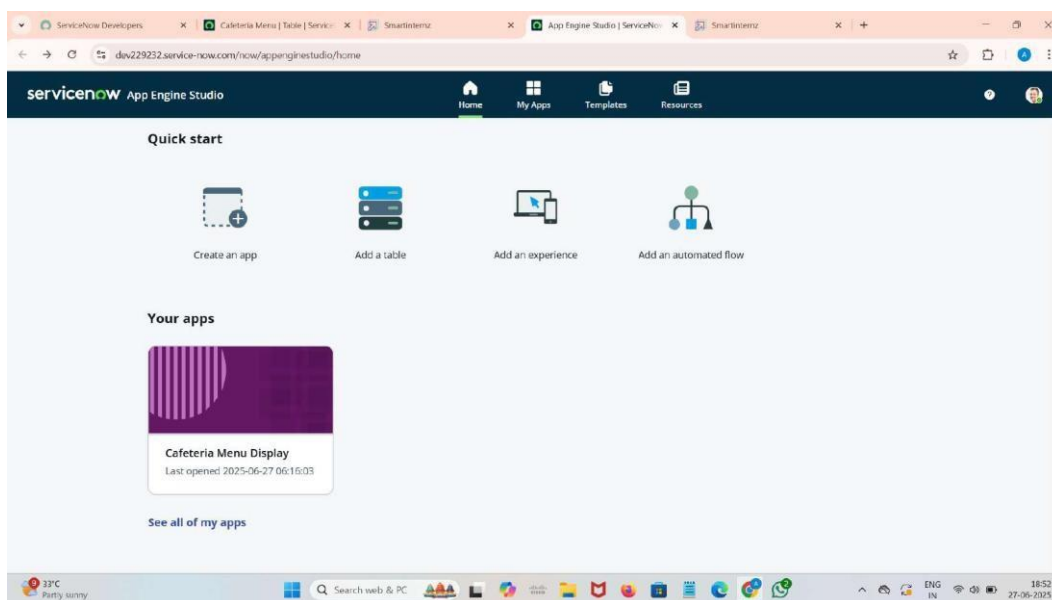
☼ Non-Functional Requirements:

• Must be easy-to-use via ServiceNow UI

• Real-time publishing and notification

• Access control by roles (Admin, Manager, Employee)

Project Implementation

Studio

In this step, the application is created using the ServiceNow Studio environment.

The project began with the creation of a custom scoped application within ServiceNow Studio. This application, titled "Cafeteria Menu Display", served as the container for all project components such as tables, catalog items, workflows, and reports. By leveraging Studio, the team ensured proper modularity, version control, and easy maintenance of the application throughout the development lifecycle.

Table

A custom table was created to store cafeteria menu data. This table captures essential information such as:

- Menu Name

- Menu Date

- Menu Items

- Status (e.g., Pending, Approved, Published)

The table acts as the central repository for all menu records and is integrated with the catalog form, approval workflow, and reporting module. Its structured design enables seamless data flow across the application.

Service Catalog

The Service Catalog allows menu submissions by cafeteria staff. It includes necessary fields and workflow integration.

To allow cafeteria staff or admins to submit menu details, a Service Catalog item was developed. The form captures inputs such as:

•   Menu Name

•   Menu Date

•   Food Items (description)

This catalog item is user-friendly and tied to a workflow that routes submissions for approval. It ensures that only authorized menus are published, maintaining data accuracy and accountability.
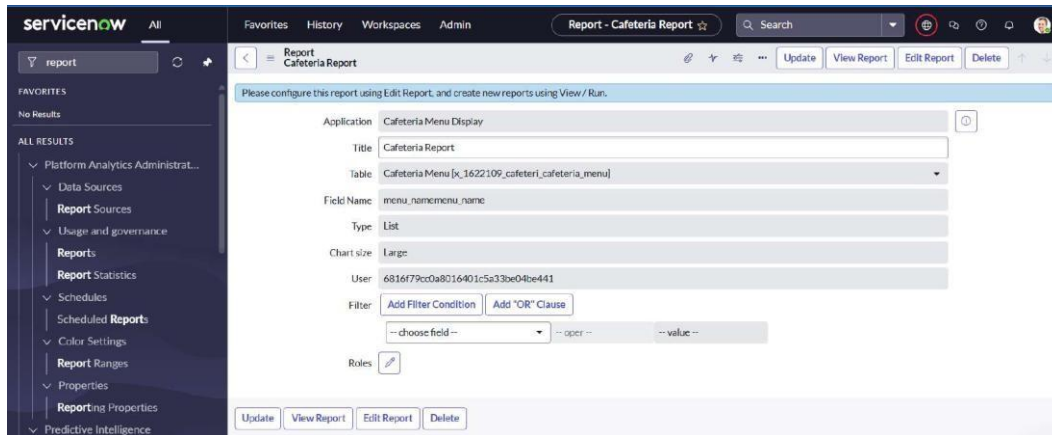
Report

The Report module plays a critical role in monitoring and maintaining visibility over the cafeteria's meal planning activities. A customized report was built using the Cafeteria Menu Display table to provide administrators with quick access to historical and upcoming menus.

A report was configured to display submitted menus grouped by date. The report provides a tabular view with the following columns:

• Menu Date

• Menu Name

• Menu Items

This feature helps administrators monitor past menus, identify patterns, and support planning. It also acts as a historical record for reference or audits.

UI Action

UI Actions were used to enhance interactivity and streamline administrative processes. One of the key UI Actions implemented in this project is the "Publish Menu" button, which simplifies the transition of a menu item from an approved state to a published state, making it visible to employees via the Service Portal.
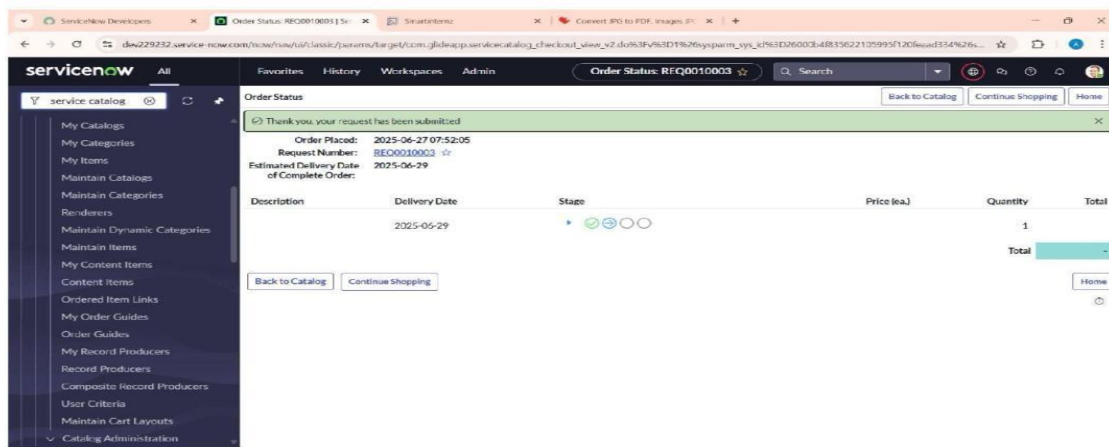
Create UI Action

Testing

Testing was an essential phase of the project to ensure all modules performed as expected and integrated smoothly. We conducted both functional and UI testing across the custom table, catalog item, workflow, UI action, and reports.
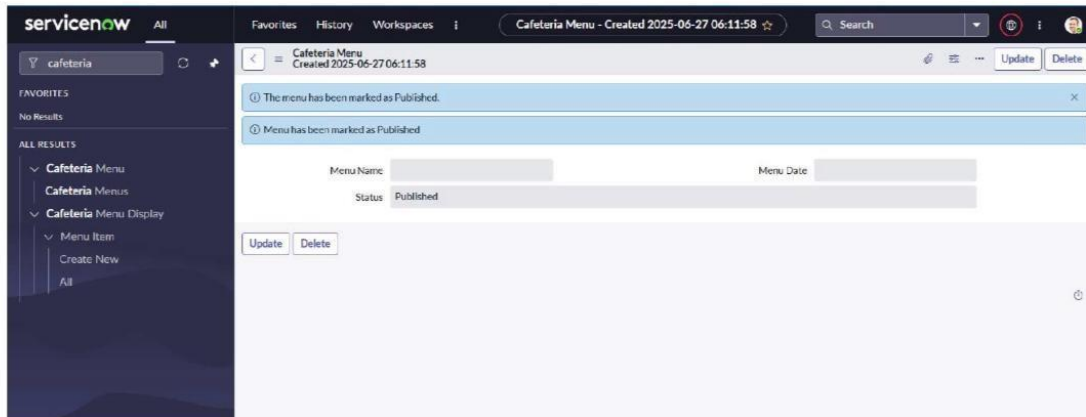
Functional Test Cases Included:

- Submitting a menu via the catalog form and verifying it created a table record.

- Triggering the approval workflow and confirming status updates.

- Using the "Publish Menu" UI Action and checking visibility changes.

- Verifying accurate grouping and filtering in the report module.

All test cases were executed by the team and reviewed by peers. Results showed that the application was functioning reliably under expected conditions, with no major defects or performance issues.

Testing Service Catalog

Testing UI Action

Results

As a result of this implementation:

•   Menus can now be submitted and published within minutes.

•   Administrative burden on cafeteria staff has reduced significantly.

•   Visibility and accuracy of menu information has improved for employees.

•   The application is structured in a way that it can be reused and scaled easily for other locations or menu categories.

Overall, the Cafeteria Menu Display Portal met all its objectives and delivered tangible improvements in cafeteria communication and operations.

Advantages & Disadvantages

Advantages:

- Real-time menu display

- Reduced errors and duplication

- Improved employee satisfaction

- Approval and record tracking

⚠ Disadvantages:

- Requires training for non-technical users

- Admin must regularly update

- Dependent on network availability

Conclusion

The Cafeteria Menu Display Portal demonstrates how ServiceNow can be leveraged to transform a traditionally manual process into an efficient, automated system. By combining custom forms, workflows, tables, and reports, the application creates a seamless end-to-end experience for both administrators and employees.

It not only supports daily operations but also lays the groundwork for a more digital, responsive workplace environment. The project stands as a successful example of low-code development addressing real-world organizational needs.

Future Scope

- Integrate nutritional info and meal ratings
- Add feedback collection forms for each meal
- Implement mobile-friendly views
- Enable QR code display in physical cafeterias