

## PROJECT RESULT PHASE

Date	28 June 2025
Team ID	LTVIP2025TMID60545
Project Name	Cafeteria Menu Display Using ServiceNow
Maximum Marks	10 Marks
Team Members	Pathan Rehan Khan, Perla Swathisekhar, Pichuka Sri Jasvanth, Polipaka Suman
Team Size	4
Team Leader	Pathan Rehan Khan

### Cafeteria Menu Display Using ServiceNow

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 real-time 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.

**Milestone-1:** Creation of Studio

**Milestone-2:** Creation of Table

**Milestone-3:** Creation of Service Catalog

**Milestone-4:** Creation of Report

**Milestone-5:** Creating UI Actions

**Milestone-6:** Testing

Step1:Testing Service Catalog

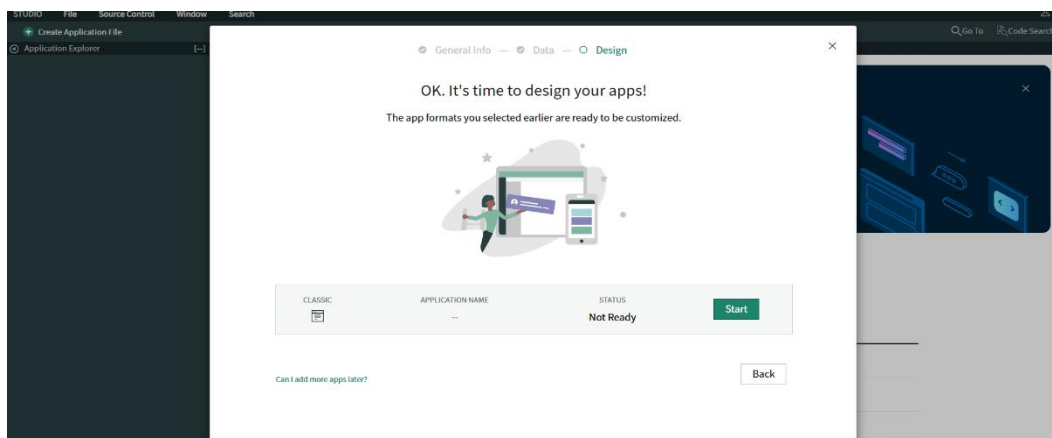
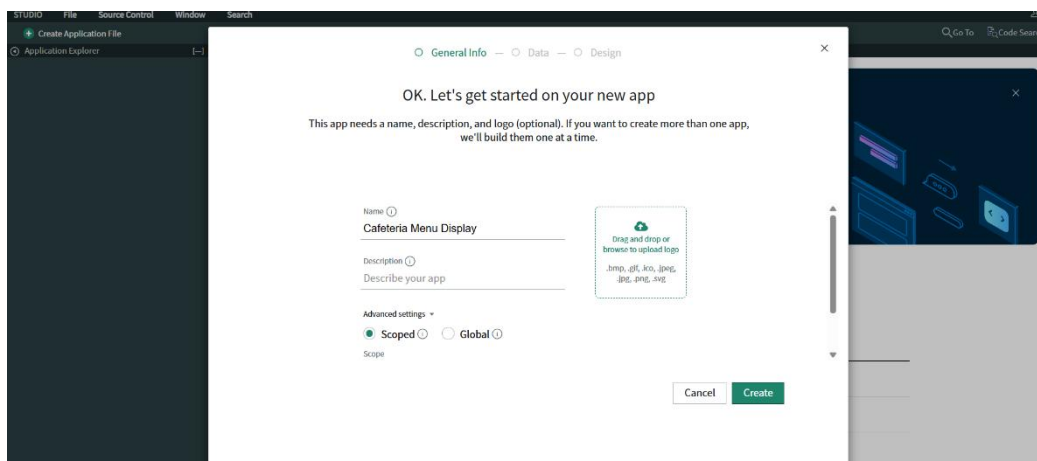
Step2:Testing UI Actions

**Milestone-7:** Conclusion

## MILESTONE-1 :

### Creation of Studio

1. Open service now.
2. Click on All >> search for studio
3. Click on create new
4. Fill in the details as
5. Name : Cafeteria Menu Display
6. Click on create
7. Click on continue
8. And then again create
9. Click on start



## MILESTONE-2 :

### Creation of Table

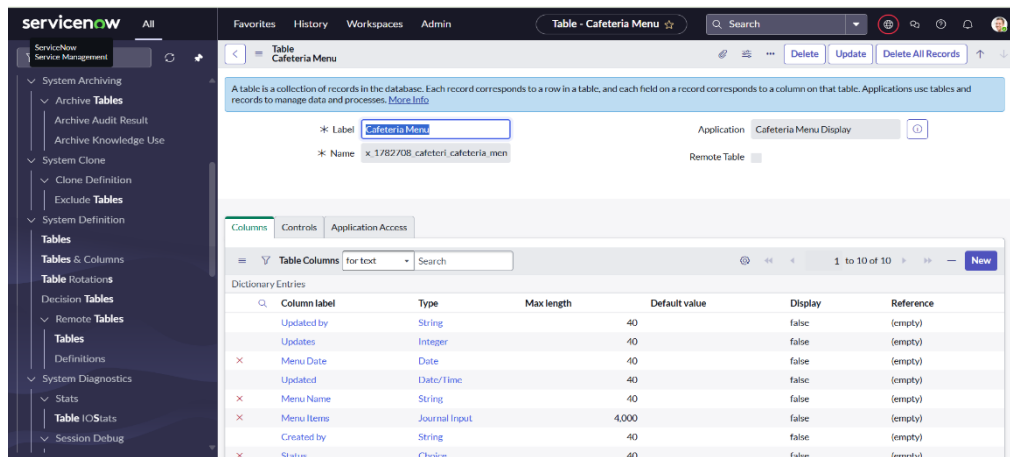
1. Open System definition >> tables

2. Click on new

2. Fill in the details

Name : Cafeteria Menu Display

Fields : Menu Name, Menu Date , Menu Items , Status



Q	Column label	Type	Max length	Default value	Display	Reference
	Updated by	String	40	false	false	(empty)
	Updates	Integer	40	false	false	(empty)
x	Menu Date	Date	40	false	false	(empty)
	Updated	Date/Time	40	false	false	(empty)
x	Menu Name	String	40	false	false	(empty)
x	Menu Items	Journal Input	4,000	false	false	(empty)
	Created by	String	40	false	false	(empty)
x	Status	Choice	40	false	false	(empty)

## MILESTONE-3 :

### Creation of Service Catalog :

Navigate to All >> service catalog

1. Under Catalog Definitions open maintain items

2. Click on new

3. Fill in the details

Name : Submit new cafeteria menu

Catalog : Service catalog

Category : cafeteria services

5. Click on save

6. And Scroll down and create new variables under variables

Menu name : single line text

Menu date : date

Menu items : Multiline text

## 7.Click on update

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
3M Privacy Filter - MacBook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-06-12 05:55:44
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple iPad 3	Apple iPad 3	false		Service	Tablets	\$600.00	Item	2022-11-20

ServiceNow Catalog Item - New Record

Save  
Configure  
Export  
Create Favorite  
Copy URL  
Copy sys\_id  
Reload form

Name: Submit New Cafeteria Menu

Catalogs: Service Catalog

Category: Cafeteria Services

State: --None--

Checked out: --None--

Owner: System Administrator

Application: Cafeteria Menu Display

Active: ☒

Fulfillment automation level: Unspecified

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description:

Description:

ServiceNow Catalog Item - Submit New Cafeteria Menu

Copy | Try It | Update | Edit in Catalog Builder | Delete

Meta:

Related Links

Item Diagnostic  
Run Point Scan

Variables (3) | Variable Sets | Catalog UI Policies | Catalog Client Scripts | Available For | Not Available For | Categories (1) | Catalogs (1) | Catalog Data Lookup Definitions | Related Articles | Related Catalog Items

Assigned Topics

Order: Search

Catalog Item = Submit New Cafeteria Menu

Type	Question	Order
Date	Menu Date	
Multi Line Text	Menu Items	
Single Line Text	Menu Name	

## MILESTONE-4 :

### Creation of Report :

- 1.Navigate to All >> Reports
- 2.Click on new
- 3.Click on Create New
- 4.Report Name : Cafeteria Report , Source Type : Table , Table : Cafeteria menu
- 5.Type : List
- 6.Group By : Menu date , Columns : Menu date,menu items,menu name
- 7.Click on save
- 8.Then Click on add to dashboard
- 9.Click on add

servicenow All

Favorites History Workspaces Admin ServiceNow Search

< Create a report

Data > Type > Configure > Style \* Report Title :

\* Report name

\* Source type Table

\* Table No table selected

Create your report with Analytics Q&A  
Ask for information. You can give simple filtering conditions.  
You get the answer with an appropriate visualization.

What do you want to see? Ask

How can I improve my results?

Next

servicenow All

Favorites History Workspaces Admin ServiceNow Search

< Create a report Save Run

Data > Type > Configure > Style \* Report Title : Cafeteria Report

\* Report name Cafeteria Report

\* Source type Table

\* Table Cafeteria Menu Display [u\_cafeteria\_menu\_display]

Description  
There is no description for this table. To add a description, please contact your admin.

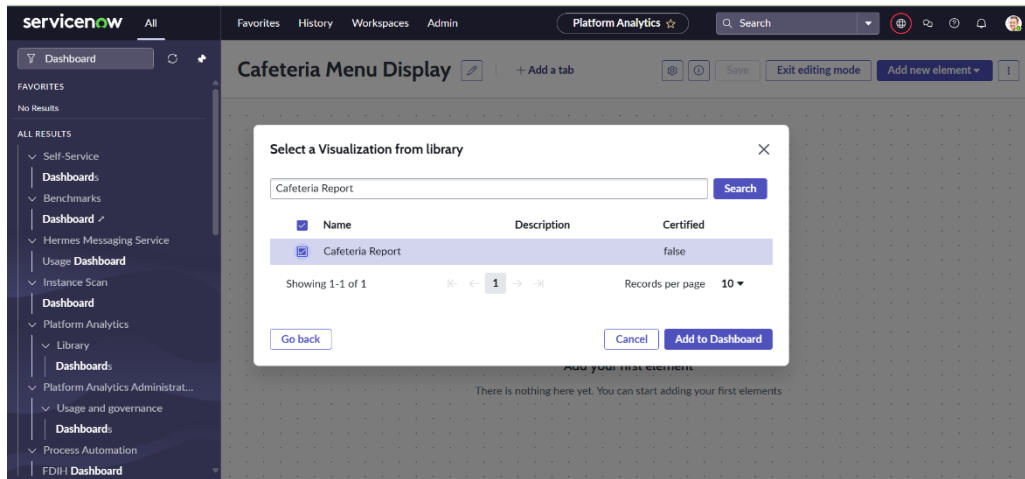
Table: Cafeteria Menu Display [u\_cafeteria\_menu\_display]

▼ All

Cafeteria Report

Menu Date	Menu Item	Menu Name	Status

Next



## MILESTONE-5 :

### Creating UI Actions

1. Navigate to System Definition >> UI action
2. Click on New
3. Fill in the details ;

Name : Mark As Repaired

Table : Asset Inventory

Action name : mark\_as\_repaired

Condition : `current.status != 'Published'`

Script : `current.status = 'Published';`

`current.update();`

`gs.addInfoMessage("Menu has been marked as Published")`

`action.setRedirectURL(current);`

4. Check the form button box
5. Click on save

Name	Table	Comments	Form action	List action	Active	Order	Condition
<a href="#">View in Workspace</a>	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('st... AVAILABLE')
<a href="#">Save</a>	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() current.canWrite()
<a href="#">Save</a>	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() current.isNewRecord()
<a href="#">Delete</a>	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false
<a href="#">Delete</a>	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() current.canDelete()
<a href="#">New</a>	Record Transformer Rule [sys_record_transformer_rule]	Set the rule sequence field on the new sys_record_transformer_rule record created from the related list on	false	true	true	-1,000	current.canCreate() !RP.getListItemControl()

UI Action - New Record

Messages:

Comments:

Hint:

Condition:

Script: ☒ Turn on ECMAScript 2021 (ES12) mode

```

1 current.status = 'Published';
2
3     current.update();
4
5     gs.addInfoMessage("Menu has been marked as Published");
6
7     action.setRedirectURL(current);
8
9
10
11
12

```

Protection policy: -- None --

[Submit](#)

## MILESTONE-6 :

### Testing

#### Step1: Testing Service Catalog

1. Open service catalog
2. Click on try it
3. Fill in the menu item , menu name and menu date details
4. And then click on order now

servicenow

All

[Favorites](#)
[History](#)
[Workspaces](#)
[Admin](#)

Order Status: REQ0010001 ☆

Search

Service Catalog

- Catalogs
- Catalog
  - Open Records
    - Requests
    - Items
    - Tasks
  - Catalog Definitions
    - My Catalogs
    - My Categories
    - My Items
    - Maintain Catalogs
    - Maintain Categories
    - Renderers
    - Maintain Dynamic Categories
    - Maintain Items
    - My Content Items
    - Content Items
    - Ordered Item Links
    - My Order Guides

Order Status

Thank you, your request has been submitted

Order Placed: 2025-06-27 05:33:44

Request Number: [REQ0010001](#) ☆

Estimated Delivery Date of Complete Order: 2025-06-29

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2025-06-29			1	
				Total	-

[Back to Catalog](#)
[Continue Shopping](#)

[Home](#)



## Step 2: UI Actions

1. Navigate to cafeteria menu table
2. Click on new
3. Fill in the details of menu items, menu date , menu name
4. And click on mark as published

The screenshot shows the 'Cafeteria Menu Display - Create Created' form in ServiceNow. The form is titled 'Cafeteria Menu Display New record'. It contains the following fields: 'Menu Name' with the value 'Chinese', 'Menu Date' with the value '2025-02-03', and 'Menu Item' with the value 'Noodle Masg'. The 'Status' dropdown menu is set to '-- None --'. There are 'Submit' and 'Mark As Published' buttons at the bottom of the form. The left sidebar shows the 'Cafeteria Menu Display' table under the 'Caf' category.

The screenshot shows the 'Cafeteria Menu Display' form after it has been marked as published. The form is titled 'Cafeteria Menu Display - Created 2025-06-27 07:22:12'. It contains the following fields: 'Menu Name' with the value 'Chinese', 'Menu Date' with the value '2025-02-03', and 'Menu Item' which is empty. The 'Status' dropdown menu is set to 'Published'. There are 'Update' and 'Delete' buttons at the bottom of the form. A blue notification bar at the top states 'Menu has been marked as Published'.

## CONCLUSION :

The Cafeteria Menu Display Portal provides a comprehensive solution for managing, publishing, and optimizing cafeteria menus with ease and efficiency. By leveraging automation and real-time updates, the platform ensures accurate meal scheduling, reduces administrative workload, and enhances employee engagement. Automated workflows for menu approval, publication, and reporting enable organizations to streamline cafeteria operations, minimize errors, and improve the dining experience. This project showcases the

power of ServiceNow's capabilities in integrating menu management, automation, and reporting tools to create a seamless food service system. By enhancing menu accessibility and operational efficiency, the platform helps organizations improve meal planning, reduce waste, and boost overall satisfaction.