Project Report

1. INTRODUCTION

1.1 Project Overview

The **Cafeteria Menu Display** application is a web-based solution developed on the ServiceNow platform to manage and display daily cafeteria menus. It allows administrators to input menu items, schedule them for specific dates, and publish them for end-users to view in real-time.

1.2 Purpose

To streamline menu management, reduce manual updates, and enhance transparency by enabling cafeteria staff to efficiently communicate meal offerings to all employees/students.

2. IDEATION PHASE

2.1 Problem Statement

Managing cafeteria menus manually often leads to miscommunication, outdated information, and administrative delays.

2.2 Empathy Map Canvas

Users: Students/Employees
Needs: Updated menus, ease of access
Pains: Confusion over food availability, last-minute changes
Gains: Clear visibility, improved planning for meals

2.3 Brainstorming

- Digital menu updates
- Mobile-friendly display
- Role-based access for admins
- Version control for menu records

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

- Admin logs in
- Creates/updates menu

- Publishes it
- End-users view updated menu

3.2 Solution Requirement

- Create/Read/Update/Delete (CRUD) capabilities for menus
- Real-time menu publishing
- Date-based filtering
- Admin-only access to edit menus

3.3 Data Flow Diagram

Admin → Form Input → Database → Portal Display → User Access

3.4 Technology Stack

- **Platform:** ServiceNow
- **Version Control:** GitHub
- **Frontend:** Forms & UI Policies
- **Backend:** Business Rules, Tables

4. PROJECT DESIGN

4.1 Problem Solution Fit

The solution meets the cafeteria staff's need to update menus without coding knowledge and allows users to access them easily.

4.2 Proposed Solution

- A ServiceNow custom app with tables and forms for managing cafeteria menus.

4.3 Solution Architecture

- UI Forms for menu input
- **Custom table:** Cafeteria Menu Display
- Scheduled publishing
- GitHub for source control

5. PROJECT PLANNING & SCHEDULING

5.1Project Planning

Week	Task
1	Requirement gathering & UI design
2	Table and form creation
3	Business rule development
4	GitHub integration & testing

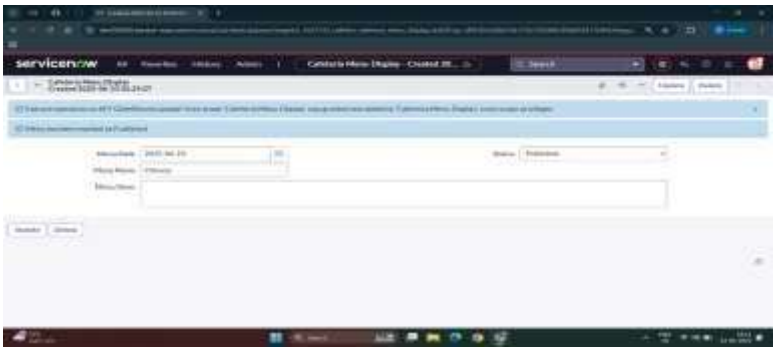
6. FUNCTIONAL AND PERFORMANCE TESTING

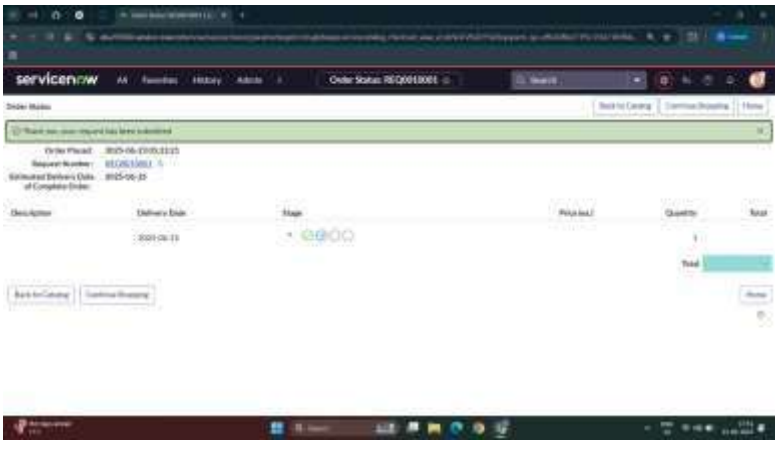
6.1 Performance Testing

- Tested CRUD operations for menu entries
- Tested real-time updates in the ServiceNow UI
- Verified role-based access for admin and viewers

7. RESULTS

7.1 Output Screenshots





8. ADVANTAGES & DISADVANTAGES

Advantages

- Real-time updates

- Easy to maintain
- Secure with role-based access
- Integrated with GitHub for version control

Disadvantages

- Limited UI customization compared to external web apps
- Dependent on ServiceNow licensing

9. CONCLUSION

The Cafeteria Menu Display application provides a practical and user-friendly solution to daily menu updates and communication, helping eliminate manual processes and improve efficiency.

10. FUTURE SCOPE

- Mobile-responsive portal
- Email/SMS alerts for daily menus
- Feedback collection system for meals
- Integration with inventory systems

11. APPENDIX

Source Code

Stored and version-controlled via GitHub.

Dataset Link

(Not applicable — data is user-entered)

GitHub & Project Demo Link

GitHub repository link :

https://github.com/Reshma17112004/cafeteria-menu

Demo link :
https://drive.google.com/file/d/1wFffABuLwg2ptjIWr0ecMGXJYzIP4D3_/view?usp=drive_link