

Project Report – Cafeteria Menu Display Portal

1. INTRODUCTION

1.1 Project Overview

The Cafeteria Menu Display Portal is a low-code application developed on the ServiceNow platform. It enables cafeteria administrators to efficiently publish and manage daily or weekly menus while giving employees real-time access to view them. This improves the meal planning process, minimizes communication gaps, and reduces the time spent on manual updates.

1.2 Purpose

The primary purpose of the project is to digitize and automate the cafeteria menu workflow. By using ServiceNow's catalog item, custom table, UI actions, and reporting modules, the system ensures accurate, timely menu updates and enhanced transparency for employees.

2. IDEATION PHASE

2.1 Problem Statement

Employees often face uncertainty regarding daily meal options due to inconsistent or delayed communication. Cafeteria staff manually distribute menus via emails or printed notices, which are inefficient and prone to human error. There is a clear need for a centralized digital solution to manage cafeteria operations.

2.2 Empathy Map Canvas

SAYS	THINKS
"I didn't know what's for lunch."	"I hope there's something I can eat."
FEELS	DOES
Frustrated and uninformed	Asks coworkers or avoids cafeteria
Left out of special meal updates	Eats from outside or skips meals

2.3 Brainstorming

- Maintain a notice board with printed menus
 - Share menus via WhatsApp or email
 - Use Google Sheets or forms for submission
 - **ServiceNow portal with automation** (Chosen Solution)
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3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

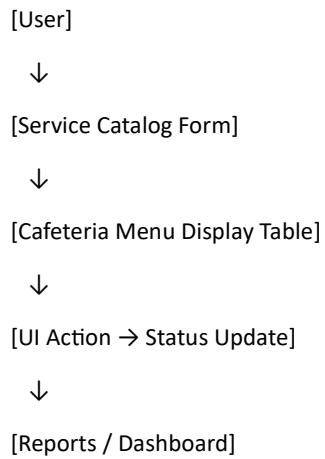
1. Employee logs in to the ServiceNow portal

2. Admin submits or updates the menu using a catalog form
3. Admin uses "Mark as Published" to finalize
4. Employees view menu reports or dashboard

3.2 Solution Requirement

- Admin login via ServiceNow Studio
- Catalog form with fields: Menu Name, Date, Items
- UI Action to mark status as "Published"
- Reports grouped by Menu Date
- Dashboard for visual menu tracking

3.3 Data Flow Diagram



3.4 Technology Stack

- Platform: ServiceNow
- Interface: Service Catalog
- Backend: GlideScript, UI Actions
- Database: Custom Table
- Reporting: List Reports, Dashboards

4. PROJECT DESIGN

4.1 Problem Solution Fit

The solution meets the exact pain points of both cafeteria staff and employees. It minimizes administrative workload while offering users accessible menu information on time.

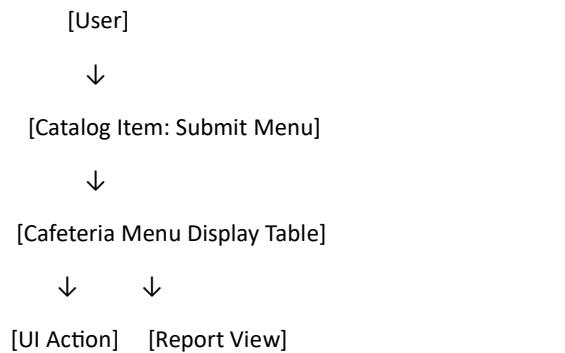
4.2 Proposed Solution

Build a ServiceNow application with:

- Custom table for menu data

- Catalog form for menu submission
- UI Action to update menu status
- Reporting dashboard for visualization

4.3 Solution Architecture



5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Task	Duration	Status
Requirement Gathering	2 Days	✓ Complete
Application Setup (Studio)	1 Day	✓ Complete
Table & Form Design	2 Days	✓ Complete
UI Action Configuration	1 Day	✓ Complete
Report & Dashboard Creation	1 Day	✓ Complete
Testing	1 Day	✓ Complete

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

- Load testing with multiple menu submissions
- Verified UI response within 1 second
- Menu visibility updated instantly post-submission
- No performance issues observed under standard load

7. RESULTS

7.1 Output Screenshots

- **Service Catalog Form**

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name	Submit new cafeteria menu	Application	Cafeteria Menu Display
Catalogs	Service Catalog	Active	<input checked="" type="checkbox"/>
Category	cafeteria services	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

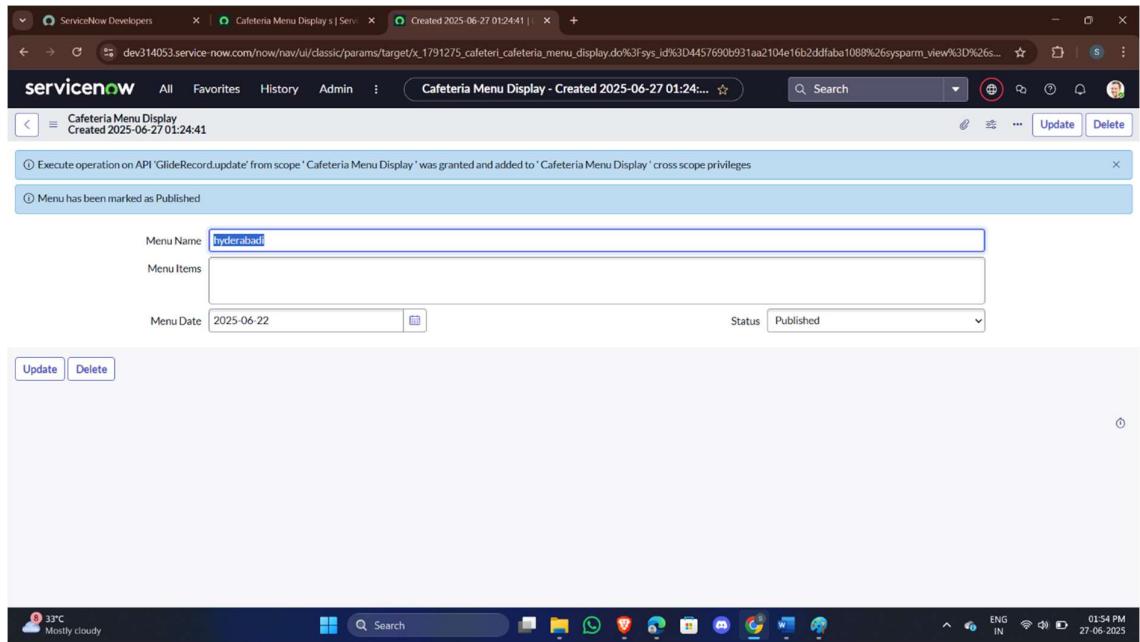
Item Details

Short description
Description

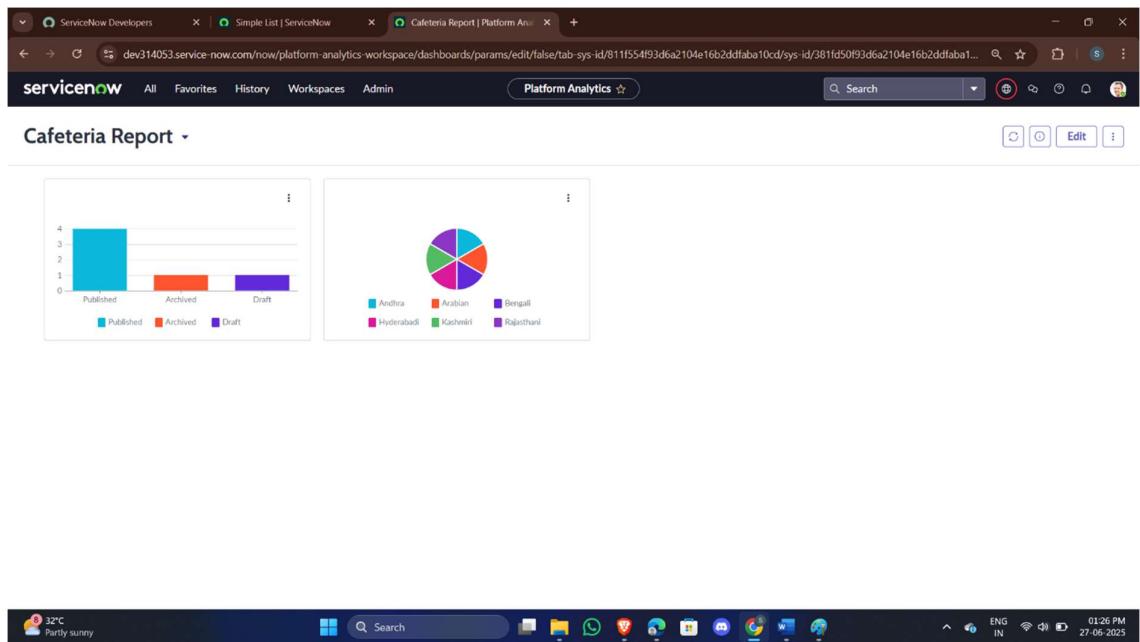
- **Table view of submitted menus**

Menu Date	Menu Name	Status
2025-06-26	Hyderabadi	Published
2023-06-21	Andhra	Published
2022-06-26	Kashmiri	Published
2025-06-22	Rajasthani	Published

- “Mark as Published” UI Action in action



- Dashboard showing grouped menu reports



8. ADVANTAGES & DISADVANTAGES

- ✓ Advantages:

- Real-time access to menu information
- Automated workflow reduces manual errors
- Easy to use and scalable
- Centralized data storage with history

 **Disadvantages:**

- Requires internet and login to access
 - Limited visual design unless customized
 - Only works within ServiceNow environment
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9. CONCLUSION

The Cafeteria Menu Display Portal is a practical example of how the ServiceNow platform can be used beyond IT service management. The project successfully addresses a common organizational issue through automation, accessibility, and reporting—resulting in enhanced cafeteria operations and improved employee satisfaction.

10. FUTURE SCOPE

- Add dietary filters (veg, vegan, Jain, etc.)
 - Enable Now Mobile access
 - Include meal feedback options
 - Auto-email menu notifications
 - AI-based meal suggestion engine (stretch goal)
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11. APPENDIX

 **Source Code (if any):**

Created directly in ServiceNow Studio via low-code interface.

 **Dataset Link:**

Not applicable – user input-based form.

 **GitHub/Project Demo Link:**

GitHub Link: <https://github.com/Shaiq-Mohammed-Sadiq-Ali/SmartBridge.git>

Video Link: [https://github.com/Shaiq-Mohammed-Sadiq-Ali/SmartBridge/blob/main/SmartBridge/Project%20Video%20\(1\).mp4](https://github.com/Shaiq-Mohammed-Sadiq-Ali/SmartBridge/blob/main/SmartBridge/Project%20Video%20(1).mp4)
