
 **Project Report**

 **College/Institute : G. Pullaiah College of Engineering and Technology**

 **Title: Cafeteria Menu Display Portal using ServiceNow**

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1. Abstract

This project focuses on developing a **Cafeteria Menu Display Portal** using the **ServiceNow platform**. The portal allows administrators to manage and publish daily or weekly cafeteria menus, while employees can view menus in real time. It enhances operational efficiency by automating menu submission, status updates, and reporting. The project showcases the power of ServiceNow's low-code tools for workflow automation, data management, and user-friendly service delivery.

2. Problem Statement

Employees lack quick and consistent access to daily cafeteria menus, resulting in meal planning confusion and dissatisfaction. Simultaneously, administrators spend excessive time updating menus through manual methods such as paper notices or emails. The absence of automation leads to errors and delays.

3. Objective

- Enable cafeteria admins to easily create, update, and publish menus
 - Allow employees to access menus anytime
 - Automate menu publishing and reduce human errors
 - Create reports to analyze menu engagement
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4. Scope

This application is intended for internal use within organizations or institutions that offer cafeteria services. The system is scalable for integration with feedback modules or dietary planning tools in the future.

5. Tools & Technologies

- **Platform:** ServiceNow
- **Modules Used:**
 - Studio

- Service Catalog
 - Tables
 - Reports
 - UI Actions
 - **Scripting:** Glide Script (UI Action logic)
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6. System Architecture

User (Employee/Admin)



ServiceNow Portal / Catalog



Cafeteria Menu Display Table



UI Actions / Reports



Status updates & Dashboard view

7. Implementation Details

► Step 1: Created Application in Studio

- Application Name: Cafeteria Menu Display

► Step 2: Created Custom Table

- Fields:
 - Menu Name
 - Menu Date
 - Menu Items
 - Status

► Step 3: Created Service Catalog Item

- Item Name: Submit New Cafeteria Menu
- Variables: Menu Name, Menu Date, Menu Items

► Step 4: Added UI Action

- Name: Mark as Published

- Script: Updates status and shows confirmation

► Step 5: Created Reports & Dashboard

- Grouped by Menu Date
 - Fields Displayed: Menu Name, Menu Date, Menu Items
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8. Testing

- Service Catalog tested with sample inputs
 - UI Action validated for status update
 - Reports confirmed to show grouped and filtered data correctly
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9. Results

- Menu can be submitted via catalog
 - Status change is reflected immediately
 - Dashboards summarize cafeteria activity
 - User engagement improved through real-time visibility
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10. Screenshots

(Insert the following screenshots)

- Catalog Form
 - Table View
 - UI Action in action
 - Report or Dashboard snapshot
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11. Conclusion

The Cafeteria Menu Display Portal improves cafeteria operations using ServiceNow's automation capabilities. It reduces the administrative burden, improves menu accessibility, and creates a more transparent and satisfying dining experience for employees.

12. Future Enhancements

- Add mobile view for Now Mobile
- Enable meal feedback or ratings
- Tag menus with dietary categories (e.g., Vegan, Jain)

- Auto-trigger menu notifications
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13. References

- [ServiceNow Developer Docs](#)
- [Customer Problem Template \(Miro\)](#)