

1. Introduction

- **Project Title:** Cafeteria Menu Display Portal
 - **Platform:** ServiceNow
 - **Team Members:**
 - Sadiq Ali – Developer and Designer
 - Shaik Fayaz Basha
 - Rohit Khatri
 - Vasudha
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2. Project Overview

- **Purpose:**

To simplify the management and visibility of daily/weekly cafeteria menus across an organization. The portal provides real-time updates, reduces manual errors, and improves meal planning and cafeteria engagement.
 - **Features:**
 - Admins can submit and update cafeteria menus
 - Employees can view menus in real time
 - Approval workflow using UI Actions
 - Reports and dashboards for menu analytics
 - Automated status updates (e.g., "Mark as Published")
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3. Architecture

- **Frontend:**
 - Service Catalog Interface
 - Service Portal for viewing (optional if implemented)
- **Backend Logic:**
 - Tables and scripts created using ServiceNow Studio
 - UI Actions for status update
 - Notifications (optional)

- **Database:**
 - Custom table: Cafeteria Menu Display
 - Fields: Menu Name, Menu Date, Menu Items, Status
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4. Setup Instructions

Note: Since this is a ServiceNow app, setup happens inside a ServiceNow instance.

- **Steps:**
 1. Log in to your ServiceNow developer instance.
 2. Go to **Studio > Create Application** – Name it Cafeteria Menu Display.
 3. Create a table: Cafeteria Menu Display with required fields.
 4. Create a catalog item in **Service Catalog > Maintain Items**.
 5. Create a UI Action: "Mark as Published".
 6. Configure reports and dashboards for visual summary.
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5. Folder/Module Structure

- No file system like traditional full stack, but equivalent modules:
 - **Application:** Cafeteria Menu Display (Studio)
 - **Table:** Cafeteria Menu Display Table
 - **Service Catalog Item:** Submit New Cafeteria Menu
 - **Reports:** Cafeteria Menu Report
 - **UI Actions:** Mark as Published
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6. Running the Application

The app runs within ServiceNow:

- Go to **Service Catalog > Cafeteria Services**
- Click **Try It** to submit a new menu
- View/update records via the **Cafeteria Menu Display Table**
- Use **Reports > Dashboard** to view analytics

7. Workflow / Logic Explanation

- Submit form using Service Catalog → record gets created

- Admin navigates to the table → uses **UI Action** to mark as "Published"
 - Record status updates automatically with confirmation message
 - Reports group menu items by date for tracking
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8. Authentication

- Utilizes default ServiceNow role-based access controls:
 - admin – Full access
 - itil or custom roles – Controlled access to menus/forms
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9. User Interface

- **Catalog Form View:**
 - Menu Name (Text)
 - Menu Date (Date Picker)
 - Menu Items (Multi-line Text)
 - **Table View:**
 - List of all menu records with filters and status
 - **Report View:**
 - Grouped reports shown on dashboard for tracking
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10. Testing

- **Service Catalog Testing:**
 - Try It → Fill in menu → Order Now
 - Check record creation
 - **UI Action Testing:**
 - Open record → Click "Mark as Published"
 - Confirm status changes correctly
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11. Screenshots or Demo

Screenshots from your instance:

- Catalog submission form
- UI Action working

- Dashboard report sample

Optional: Provide demo video or link to screen recording

12. Known Issues

- No role restrictions currently set (optional for future)
 - No email notifications configured yet
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13. Future Enhancements

- Add dietary filters (e.g., Veg, Non-Veg, Vegan)
- Enable mobile view with ServiceNow Mobile Studio
- Implement feedback form for menu satisfaction
- Connect with external databases (if needed)