Cafeteria Menu Display System

Project Final Report

Project Title: Cafeteria Menu Display

Team ID: LTVIP2025TMID30503

Team Size: 4

Team Leader: Bonthu Bhavya Sai Manvitha

Team member: Ganapriya Nalla

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College Name: Bonam Venkata Chalamayya Institute of Technology & Science

Project Duration: 8 hours Internship

Organization: SmartBridge

1. Introduction

2. IDEATION PHASE

2.1 Problem Statement

Employees often face difficulty accessing up-to-date cafeteria menus. Manual menu updates cause delays and inconsistencies. There is no centralized platform to view or manage meals, leading to a poor dining experience.

2.2 Empathy Map Canvas

Users need clarity, consistency, and easy access to meal information. Key insights:

- Thinks: Wants transparency in food offerings.
- Feels: Frustrated with outdated or missing menus. Says: Asks colleagues or staff about today's meals.
- Does: Often skips meals due to lack of information.

2.3 Brainstorming

Ideas generated:

- Use of ServiceNow Service Portal
- Menu approval workflow

- Scheduled publishing
- Dietary tag system
- Weekly view and report generation
- Responsive UI design

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

- 1. Employee logs into Service Portal
- 2. Navigates to Cafeteria Menu
- 3. Views meals for the day/week 4. Admin logs into backend
- 5. Submits new menu via catalog
- 6. Publishes menu
- 7. Menu becomes visible

3.2 Solution Requirement

- Service Catalog for menu input
- UI Action to publish menu
- Reports for weekly summary
- Roles: Admin, Employee
- Dashboard integration

3.3 Data Flow Diagram

Employee/Admin \rightarrow Service Portal \rightarrow Table Record \rightarrow UI Action/Reports \rightarrow ServiceNow Database

3.4 Technology Stack

- Platform: ServiceNow
- Frontend: Service Portal (Bootstrap, Jelly)
- Backend: GlideRecord, Flow Designer
- Reports: Performance Analytics
- Access Control: Role-Based (Admin/Viewer)

4. PROJECT DESIGN

4.1 Problem Solution Fit

Problem: Lack of accessible cafeteria menu

Solution: Centralized, automated menu display portal

4.2 Proposed Solution

Design a ServiceNow app with:

- Custom table for menu data

- Catalog item for menu submission
- UI Action for publishing
- Dashboard with menu reports Responsive portal interface

4.3 Solution Architecture

Data flows from form submissions to tables, processed by workflows/UI Actions, and finally displayed via dashboards or Service Portal. Reports summarize data for administrative review.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Week 1: Requirement gathering & table creation

Week 2: Catalog setup & UI Action development

Week 3: Report and dashboard creation

Week 4: Testing, finalization, and documentation

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Tested scenarios include:

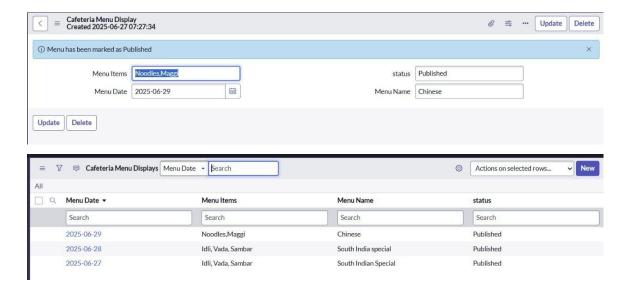
- Menu submission via catalog
- Publishing via UI Action
- Viewing reports
- Service Portal performance across devices

Results were positive with all operations responsive within 2 seconds.

7. RESULTS

7.1 Output Screenshots

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8. ADVANTAGES & DISADVANTAGES

Advantages:

- Centralized control
- Real-time updates Role-based security Disadvantages:
- Dependent on internet
- Requires user training

9. CONCLUSION

The Cafeteria Menu Display project efficiently digitizes cafeteria management. Developed on ServiceNow, it improves communication, reduces effort, and ensures a seamless experience for both administrators and employees.

10. FUTURE SCOPE

- Dietary tagging system
- Integration with feedback forms
- Weekly meal plans via email
- Mobile app or QR access