

# 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

**Team member :** Gannavarapu Sri Satya Vardhan

**Team member :** Golakoti Sabhanya

**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- Feels: Frustrated with outdated or missing menus.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 → Service Portal → Table Record → UI Action/Reports → 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

The screenshot shows a web form titled "Cafeteria Menu Display" with a subtitle "New record". The form has a header bar with a back arrow, a menu icon, and a search bar. Below the header, there are three buttons: "Submit", "Mark As Repaired", and "Mark As Published". The form fields are as follows:

- Menu Items:** A text input field containing "Noodles,Maggi".
- Menu Date:** A date input field containing "2025-06-29" with a calendar icon.
- status:** A text input field.
- Menu Name:** A text input field containing "Chinese".

At the bottom of the form, there are three buttons: "Submit", "Mark As Repaired", and "Mark As Published".

Cafeteria Menu Display  
Created 2025-06-27 07:27:34

Update Delete

Menu has been marked as Published

Menu Items

Noodles,Maggi

status

Published

Menu Date

2025-06-29

Menu Name

Chinese

Update Delete

Cafeteria Menu Displays
Menu Date
Search

Actions on selected rows...
New

All

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