

Date	28 June 2025
Team ID	LTVIP2025TMID60591
Project Name	Cafeteria Menu Display
Maximum Marks	2 Marks

✅ Proposed Solution ✅ Proposed Solution: Cafeteria Menu Display in ServiceNow

Objective:

To design and implement a centralized digital platform within ServiceNow to display and manage cafeteria menus that is easy to update, accessible to employees, and integrated with the organization's IT ecosystem.

Key Features of the Proposed Solution

1. Service Portal Menu Display

- A dedicated Cafeteria Menu page in the ServiceNow Service Portal.
- Displays daily menus, meal categories (breakfast, lunch, snacks), and prices.
- Filter options: Veg/Non-Veg, Gluten-Free, Today's Specials, etc.
- Mobile and tablet responsive for on-the-go access.

2. Menu Management Interface

- Cafeteria staff have access to a form-based UI for adding/editing menu items.
- Includes fields like: dish name, category, price, date, ingredients, dietary tags.

3. Scheduling and Automation

- **Daily/weekly menus scheduled in advance.**
- **Old menus archived automatically.**
- **Notifications (optional) for daily menu via email or ServiceNow notifications.**

4. **Role-Based Access**

- **Cafeteria Admin Role: Can create, update, delete menu items.**
- **Employees/Users: View-only access to menu display via portal.**

5. **Reporting & Analytics (Optional)**

- **Track popular menu items.**
- **Monitor cafeteria usage trends using ServiceNow Performance Analytics.**

6. **Integration (Optional)**

- **API-based integration with external kitchen or nutrition management systems.**
- **Sync with digital signage in the cafeteria area.**

Technical Architecture Overview

Component	Technology / ServiceNow Feature
Data Storage	Custom Tables (x_cafe_menu)
Frontend Display	Service Portal Widgets / Now UI
Logic & Data Access	GlideRecord, Script Includes
Notifications	Flow Designer / Notification Rules
User Access Control	Role-based permissions
Device Compatibility	Responsive design using Service Portal CSS

✓ Benefits

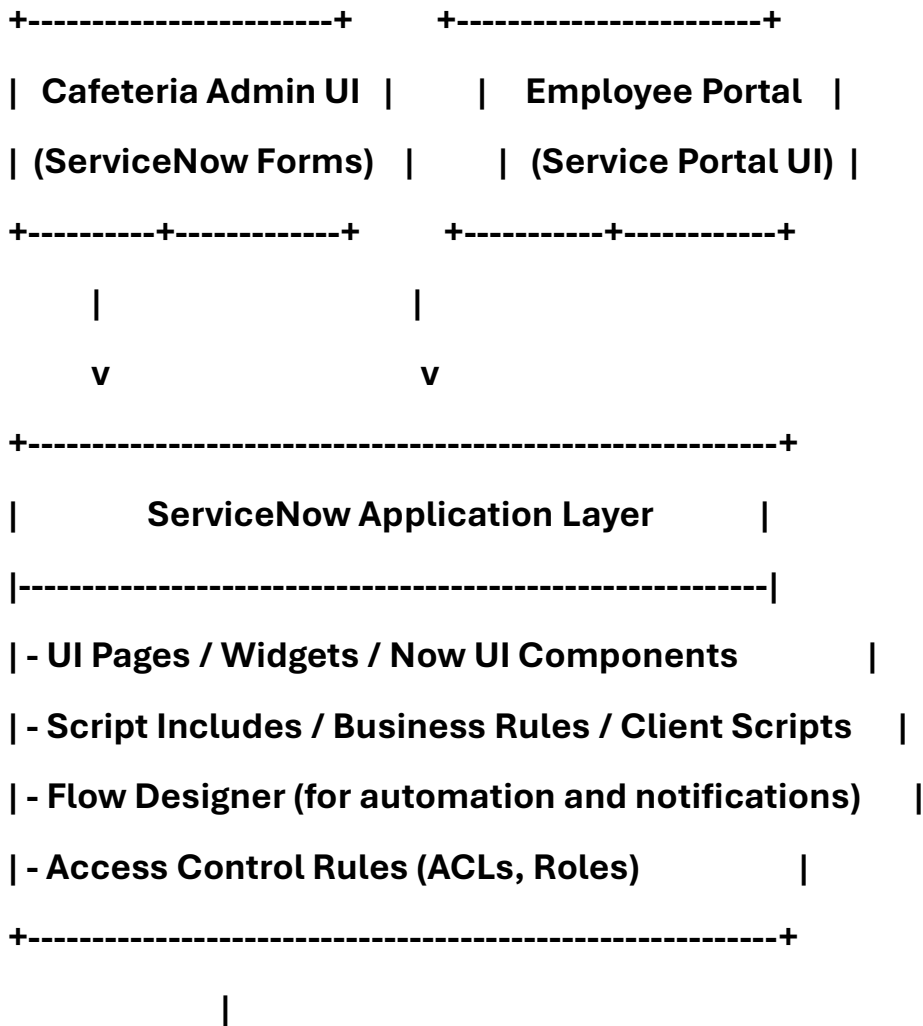
- Real-time access to accurate menu information
- Improves employee satisfaction and transparency
- Reduces manual work for cafeteria staff
- Easily scalable to multiple locations or weekly menus
- Reusable, configurable, and secure within existing ServiceNow instance

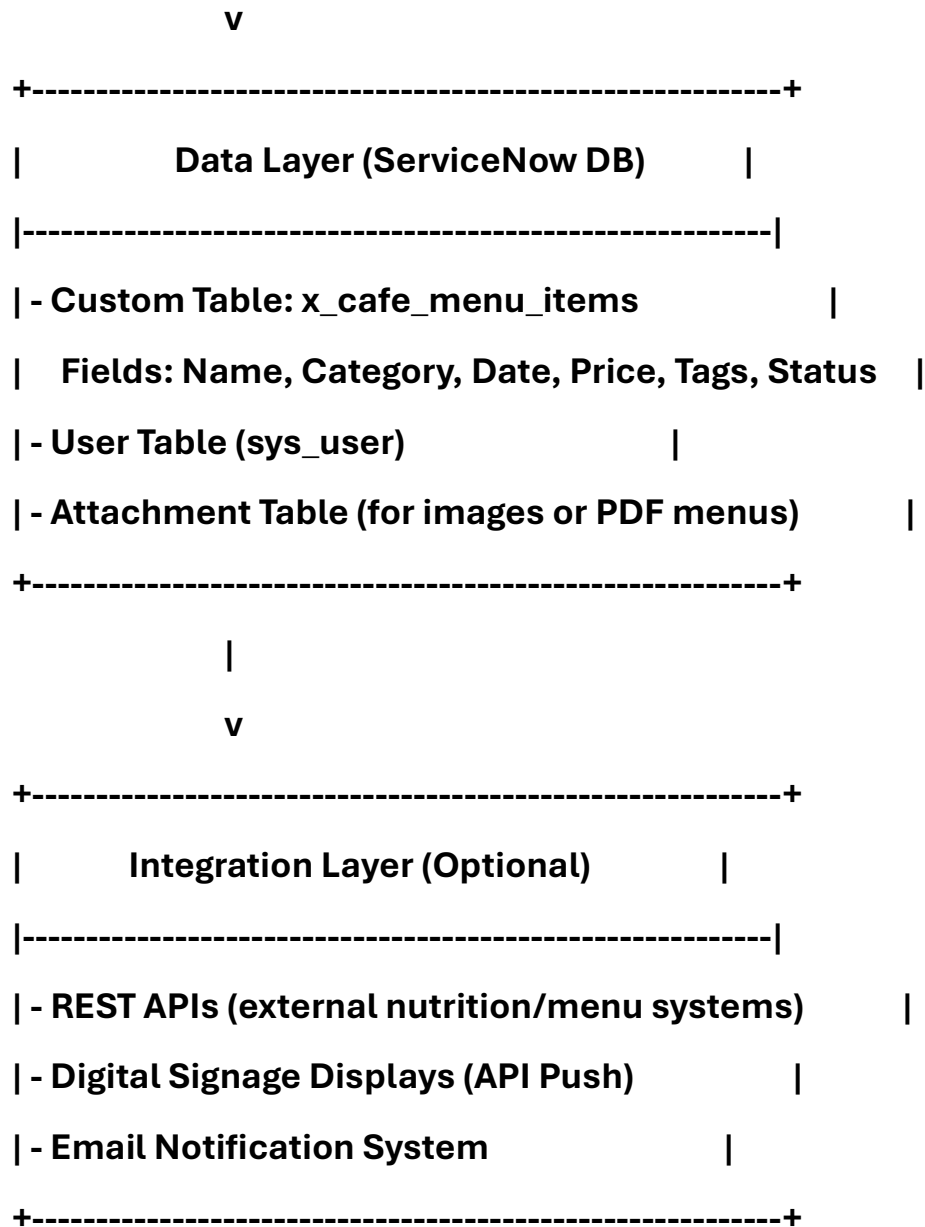
🏗️ Solution Architecture: Cafeteria Menu Display in ServiceNow

◆ 1. Architecture Diagram Overview

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◆ 2. Key Components & Roles

Component	Description
Custom Menu Table	Stores all menu-related data (items, prices, categories, availability)
Service Portal Widget	Displays the menu to users with filters and responsive design

Component	Description
Form UI for Admins	Allows cafeteria staff to add or update menu items easily
Flow Designer	Automates daily updates, reminders, or notifications
Script Includes	Encapsulates business logic to fetch and process menu data
Client Scripts/UI Policy	Controls UI behavior (e.g., hide breakfast after 11am)
Access Control Rules (ACLs)	Restricts who can edit vs. view menu data
Integration APIs	(Optional) Fetch menu from external systems or push to external displays

◆ 3. Data Model (Sample Fields in x_cafe_menu_items)

Field Name	Type	Description
Item Name	String	Name of the food item
Category	Choice	Breakfast, Lunch, Snacks, etc.
Price	Decimal	Item cost
Date Available	Date	Date the item is offered
Dietary Tags	Multi-select	Vegan, Gluten-Free, Spicy, etc.
Status	Choice	Active / Inactive
Image Attachment File		Optional image of the dish

✚ Optional Enhancements

- **Performance Analytics:** Analyze most popular dishes, cafeteria usage
 - **Multilingual Support:** Translate menu for diverse workforce
 - **Kiosk Mode:** Auto-refreshing display for mounted screens
 - **Mobile App Integration:** View menu within ServiceNow mobile app
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Benefits of This Architecture




- Fully integrated into the ServiceNow ecosystem
- Scalable and maintainable with low-code tools
- Secure with role-based access control
- Mobile, web, and signage friendly
- Automation-ready with Flow Designer




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