Project

Project Title: Cafeteria Menu Display

Team ID: LTVIP2025TMID20832

Team Name: MenuMasters

Team Members

- Veerisetti Vinod Kumar
- Veeranki Gagan Deep

Phase-1: Brainstorming & Ideation

Objective:
To create a digital cafeteria menu management system using **ServiceNow**, enabling staff to update menus and students to view real-time meal options efficiently.

Key Points:

1. **Problem Statement:**
   - Traditional cafeteria menus are static and hard to update.
   - Students lack a centralized place to check meal availability.
   - Cafeteria staff need a simple interface to manage menus.
2. **Proposed Solution:**
   - A ServiceNow portal page to view daily menus.
   - A custom form/workflow for cafeteria staff to update menu items.
3. **Target Users:**
   - Students and staff in educational institutions.
   - Cafeteria personnel managing daily meals.
4. **Expected Outcome:**
   - A dynamic, centralized menu accessible on any device.
   - Streamlined process for managing menu updates.

Phase-2: Requirement Analysis (ServiceNow-Based)

Objective:
To identify platform-specific needs and configurations using **ServiceNow** instead of traditional programming.

Key Points:

1. **Technical Requirements:**
   - Platform: ServiceNow (with Service Portal)
   - Tables: Custom "Cafeteria Menu" table
   - UI: ServiceNow Catalog Item or Portal Widget
   - Roles: Cafeteria Admin (for updating menu), Users (for viewing)
2. **Functional Requirements:**
   - Display menu by day and meal type (breakfast/lunch/dinner).
   - Allow cafeteria admin to add/update/delete menu items.
   - Auto-refresh portal view with daily updates.
   - Optional: Notification for special menus or changes.
3. **Constraints & Challenges:**
   - Limited UI design flexibility compared to coded apps.
   - Requires ServiceNow access and licensing.
   - Admins need training on using forms and workflows.

Phase-3: Project Design

Objective:
Design the structure, flow, and layout for a ServiceNow-based cafeteria menu solution.

Key Points:

1. **User Interface (UI):**
   - Built using Service Portal widgets or Catalog Item forms.
   - Mobile-friendly view with simple filtering (by meal type or date).
2. **Workflow Layer:**
   - Optional approval or publishing workflow (if needed).
   - Email notifications for menu updates.

Phase-4: Project Planning

Sprint	Task	Priority	Duration	Output
1	Table & Form Design	High	2 hrs	Custom table + form
2	Portal Configuration	High	2 hrs	Menu display UI in portal
3	Access Controls & Roles	Medium	1 hr	Role-based access
4	Testing & Menu Input	Low	1 hr	Sample data & functionality

Phase-5: Project Development

Objective:
Configure all ServiceNow components and test the cafeteria menu workflow.

Key Points:

- Created a custom table: u_cafeteria_menu.
- Developed form layout for adding/editing menu items.
- Built a responsive Service Portal page to display menus.
- Assigned roles and tested access restrictions.
- (Optional) Enabled notifications for daily menu publishing.

Challenges & Solutions:

- **UI Limitations:** Used advanced Catalog UI policies for layout enhancement.
- **Training Needs:** Created simple guides for cafeteria admins.
- **Mobile Display:** Used ServiceNow's responsive design features.

Phase-6: Functional & Performance Testing

Test ID	Category	Scenario	Expected Outcome	Status
TC-001	Functional	Add new menu item	Item saved and displayed	✓ Passed
TC-002	Functional	Update existing menu	Menu auto-updated in portal	✓ Passed
TC-003	UI	Mobile menu view	Fully responsive layout	✓ Passed
TC-004	Performance	Load menu with 7 days	Loads within 2 seconds	✓ Passed
TC-005	Access Control	Restrict admin access	Only admins can edit menus	✓ Passed