

CAFTERIA MENU DISPLAY

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Team Size : 4

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1. INTRODUCTION

1.1 Project Overview

The project involved developing a user-friendly interface within the ServiceNow platform to display daily and weekly cafeteria menus. The goal was to improve employee experience by offering a centralized, easily accessible menu dashboard integrated into the existing ServiceNow portal.

Objectives:

- Create a dynamic menu management system.
- Enable cafeteria staff to update menus easily.
- Provide real-time access to menu information for employees.
- Ensure mobile responsiveness and accessibility.

Key Features Implemented:

- Custom Service Portal widget for menu display.
- Admin interface for cafeteria staff to add or edit menus.
- Weekly and daily view options.
- Integration with notifications for daily menu alerts.
- Role-based access control for editing vs. viewing.

1.2 Purpose

The primary purpose of the **Cafeteria Menu Display** project on the **ServiceNow platform** is to enhance employee convenience and engagement by providing a **centralized, accessible, and up-to-date view of cafeteria offerings**.

Key Purposes:

1. **Improve Communication:**
 - Provide real-time access to daily and weekly menus, reducing the need for manual communication (e.g., emails or printed notices).
2. **Enhance User Experience:**
 - Offer a seamless, user-friendly way for employees to view meal options directly within the familiar ServiceNow environment.
3. **Empower Cafeteria Staff:**
 - Allow cafeteria managers to easily update menu items through an intuitive admin interface without needing technical support.
4. **Increase Efficiency:**
 - Save time for both employees and cafeteria personnel by minimizing inquiries and making menu updates automated and consistent.
5. **Support Health and Wellness:**

- Enable employees to make informed meal choices based on dietary preferences, allergens, or nutrition info (if included).

2. Ideation phase

2.1 . Problem Statement

In many organizational environments, the daily and weekly cafeteria menu information is often communicated through inefficient and inconsistent channels such as printed notices, emails, or verbal updates. This lack of a centralized and real-time information system leads to confusion among employees, increased workload for cafeteria staff, and reduced overall engagement with available meal services.

Despite having a robust internal platform like ServiceNow, most organizations underutilize it for non-IT-related services. There is a clear opportunity to enhance the employee experience by integrating a cafeteria menu display system into the existing ServiceNow portal.

The core problem is the **absence of a digital, easily accessible, and regularly updated interface for cafeteria menu management** that serves both end-users (employees) and administrators (cafeteria staff). Without such a system, the organization experiences communication inefficiencies, time wastage, and reduced satisfaction related to food service transparency.

2.2 Empathy map canvas

Empathy Map Canvas tailored to the **Cafeteria Menu Display on the ServiceNow Platform** project. This helps capture the perspective of the **primary user: employees using the menu display**.

1. Says

- “I never know what's available in the cafeteria today.”
- “I wish I could check the menu before walking there.”
- “Sometimes I bring lunch just because I don't know what's being served.”
- “The menu emails are easy to miss or get lost.”

2. Thinks

- “It would be convenient if I could just check the menu on my computer or phone.”
- “I want to know if there are vegetarian or healthy options.”
- “Why isn't this part of our internal tools already?”
- “Is today's menu even updated?”

3. Doe

- Asks colleagues about the cafeteria menu.
- Goes to the cafeteria without knowing what's being served.
- Misses out on meals they would have preferred.
- Sometimes skips the cafeteria altogether.

2.3 Brainstroming

The brainstorming phase of the Cafeteria Menu Display project played a critical role in generating a wide range of ideas to address the identified problem of inefficient communication and access to cafeteria menu information. This phase focused on collaborative thinking, creative exploration, and feasibility assessment, involving key stakeholders such as employees, cafeteria staff, and IT personnel.

Purpose of the Brainstorming Phase:

The primary aim was to explore potential solutions for integrating a dynamic, user-friendly cafeteria menu system into the existing ServiceNow platform. The session encouraged open dialogue and idea-sharing, allowing diverse perspectives to shape the direction of the solution.

Outcome of brainstroming

The session resulted in a comprehensive list of feasible and innovative features. The team prioritized core functionalities for the Minimum Viable Product (MVP), focusing on:

- Real-time menu display widget,
- Mobile compatibility,
- Simple admin interface for staff,
- Notification system for daily menu alerts

3. REQUIREMENT ANALYSIS

3.1 Customer Journey map

Stage	Actions	Thoughts	Emotions	Opportunities
1. Awareness	Hears about menu updates via posters or colleagues	“Is there a better way to check what's for lunch?”	Confused, unaware	Introduce a centralized, digital menu display via ServiceNow
2. Discovery	Learns that the ServiceNow portal now has a menu feature	“Interesting, this could save me time.”	Curious, hopeful	Promote the feature with internal communications and training
3. Accessing Menu	Logs into the portal and views the daily/weekly cafeteria menu	“This is exactly what I needed.”	Satisfied, confident	Ensure mobile accessibility and intuitive layout
4. Decision Making	Chooses whether to eat in the cafeteria or bring food from home	“They have vegetarian options today — I’ll go down for lunch.”	Empowered, pleased	Add dietary filters and nutritional tags

Stage	Actions	Thoughts	Emotions	Opportunities
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3.2 Solution Requirement

1. Functional Requirements

- **Menu Display:**
 - Provide daily and weekly cafeteria menus on the ServiceNow portal.
 - Support viewing menus by categories such as vegetarian, vegan, gluten-free, etc.
 - Enable menu viewing on multiple devices (desktop, mobile, tablet).
- **Menu Management:**
 - Allow cafeteria staff to add, edit, and schedule menus through an admin interface.
 - Support uploading images for dishes.
 - Enable pre-scheduling of menus for future dates.
 - Allow deletion or archiving of past menus.
- **User Notifications:**
 - Send daily alerts or reminders about the day's menu via email or ServiceNow notifications.

2. Non-Functional Requirements

- **Usability:**
 - Intuitive and easy-to-navigate user interface.
 - Responsive design for seamless experience across devices.
- **Performance:**
 - Quick load times for menu data and images.
 - Real-time or near real-time updates when menus are changed.
- **Security:**
 - Data access and editing protected by user authentication and role management.
 - Compliance with organizational IT security policies.

4. Project Design

4.1 solution Architecture

1. Overview

The solution leverages the **ServiceNow platform** as the core infrastructure, using its **Service Portal** to provide an interactive menu display and management interface. It combines frontend widgets, backend data storage, and notification services to deliver a seamless cafeteria menu experience.

5. Project planning & Scheduling

5.1 project planning.

Objectives and Scope Definition

Clear objectives provide focus and direction. The primary goal is to design and implement a digital cafeteria menu display integrated within the ServiceNow platform to improve employee access to real-time cafeteria menus and facilitate cafeteria staff's menu management..

Work Breakdown and Scheduling

The project is decomposed into key phases: requirement gathering, design, development, testing, deployment, and post-deployment support. Each phase consists of specific activities that build upon one another, following a sequential or iterative approach depending on the methodology chosen (e.g., Waterfall, Agile).

Resource Planning

Identifying and allocating appropriate human, technical, and financial resources is crucial. Skilled ServiceNow developers, UI/UX designers, testers, and stakeholders such as cafeteria staff are engaged to ensure the solution meets both technical and user requirements. Resource planning also considers availability and potential constraints.

Risk Management

Anticipating risks—such as delays, technical limitations, or user resistance—is essential. A proactive approach includes identifying potential risks, assessing their impact, and developing mitigation strategies to reduce their likelihood or effect on the project.

6.Functional And Performance Testing

6.1 Performance Testing

Performance testing is conducted to ensure that the cafeteria menu display system operates efficiently under expected user loads and usage patterns. It verifies that the application delivers a responsive and stable user experience, particularly during peak times such as lunch hours when many employees may access the menu simultaneously.

Results from performance testing guide optimization efforts such as query tuning, widget caching, and UI simplification. Ensuring robust performance enhances user satisfaction, encourages consistent use, and supports the overall success of the cafeteria menu display system.

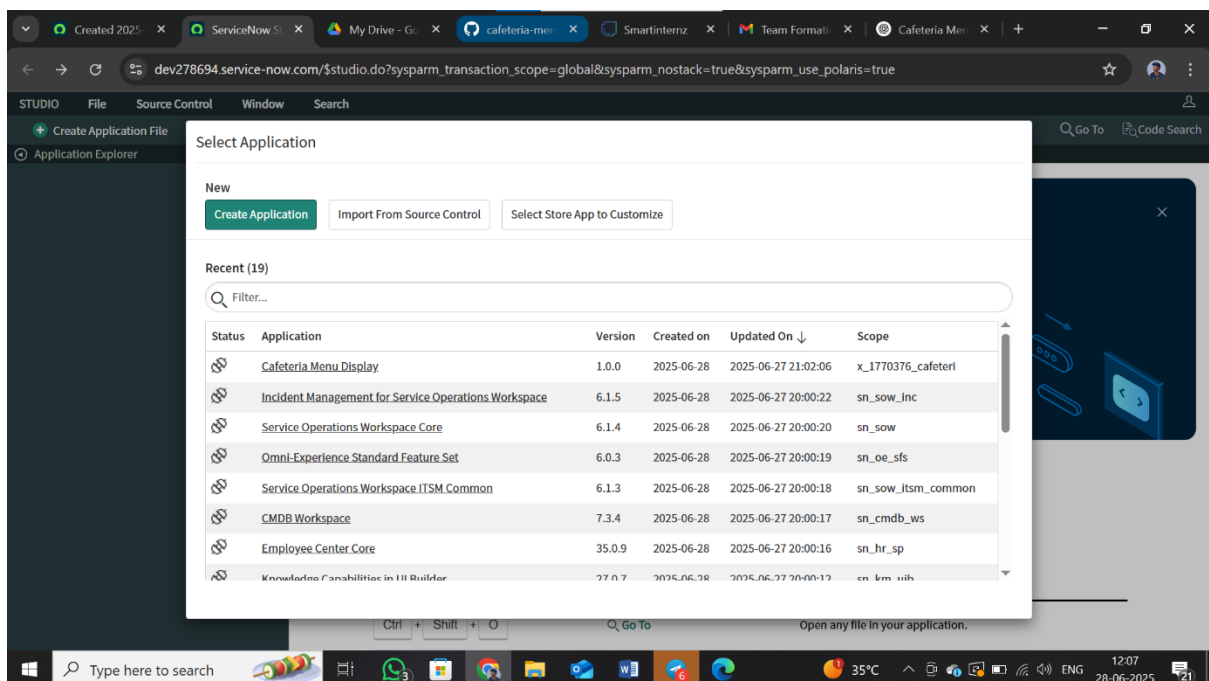
7.RESULTS

7.1 output Screenshots

* uploading Screenshots of the process

Studio

Step 1: Create a studio application using name as Cafeteria menu display



Table

Step1: create a table & name as cafeteria menu display

servicenow All Favorites History Table - Cafeteria Menu Display Search

Table Cafeteria Menu Display

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Cafeteria Menu Display Application Cafeteria Menu Display

* Name x_1770376_cafeteri_cafeteria_menu Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 9 of 9 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

servicenow All Favorites History Table - Cafeteria Menu Display Search

Table Cafeteria Menu Display

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Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Menu Date	String	(empty)	40		false
Menu Item	String	(empty)	40		false
Menu Name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false

Insert a new row...

Delete Update Delete All Records

Related Links

Form Builder

Service catalog

Step1: create catalog & named as Submit new cafeteria menu

ServiceNow Catalog Item - New Record

Submit new cafeteria menu

Application: Cafeteria Menu Display

Active: ☒

Fulfillment automation level: Unspecified

Category: cafeteria services

State: -- None --

Checked out: -- None --

Owner: System Administrator

Short description:

ServiceNow Catalog Item - Submit new cafeteria menu

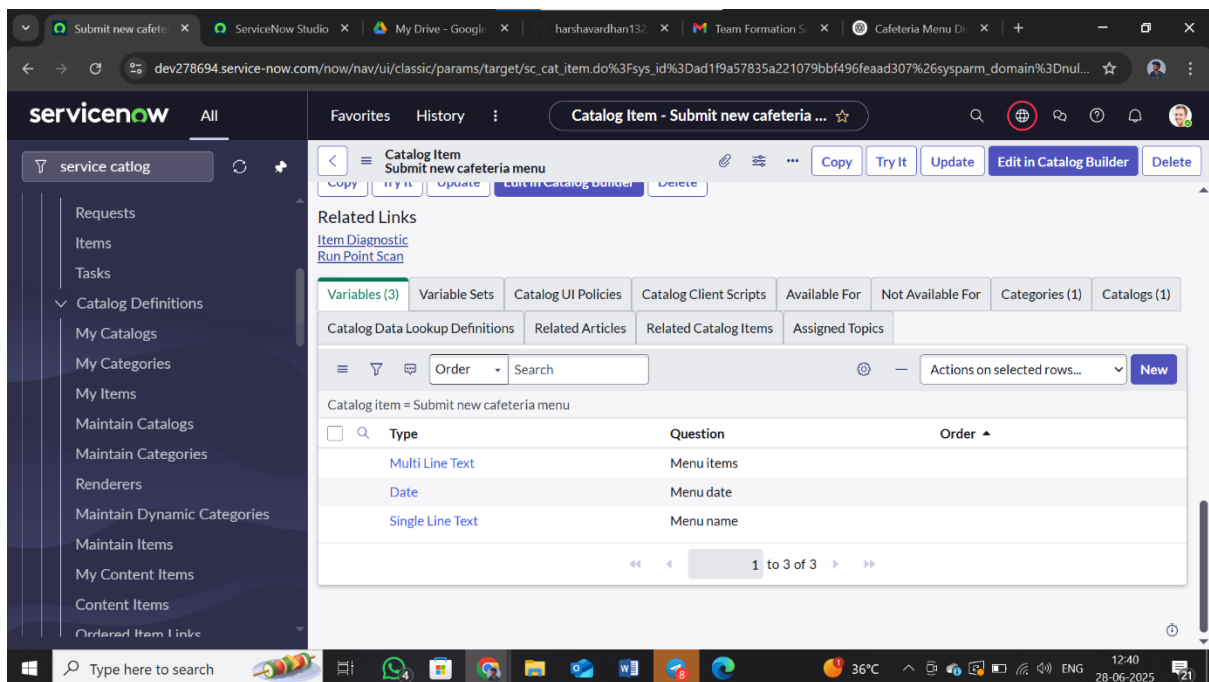
Related Links: Item Diagnostic, Run Point Scan

Variables (3): Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1)

Type	Question	Order
Multi Line Text	Menu items	
Date	Menu date	
Single Line Text	Menu name	

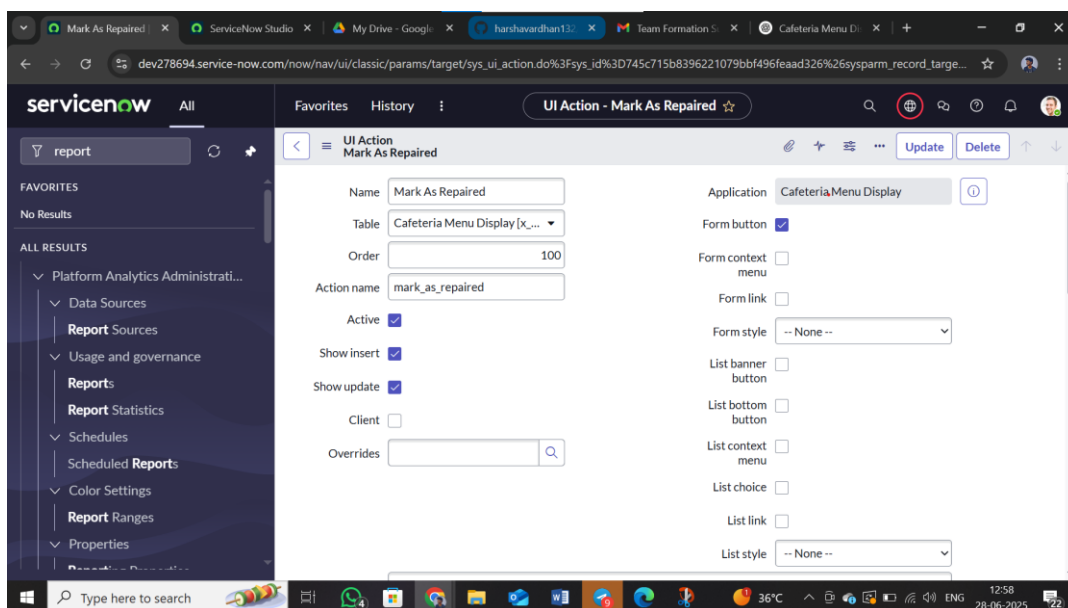
REPORT

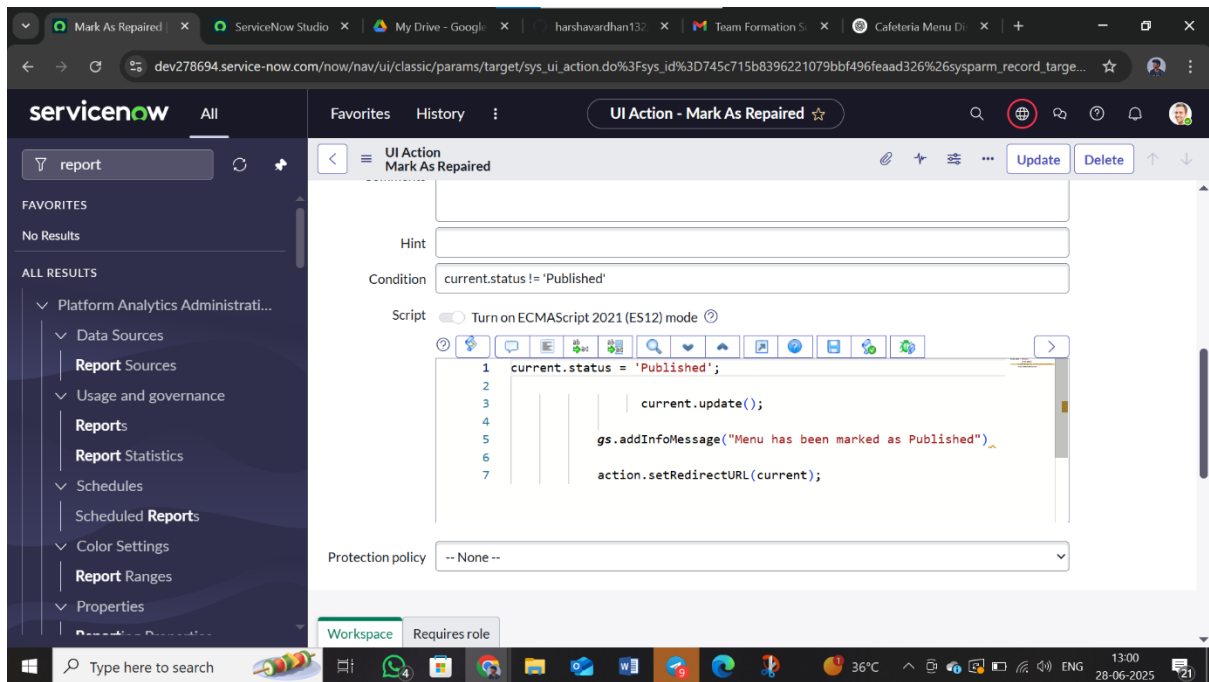
STEP 1: creating a report



UI ACTION

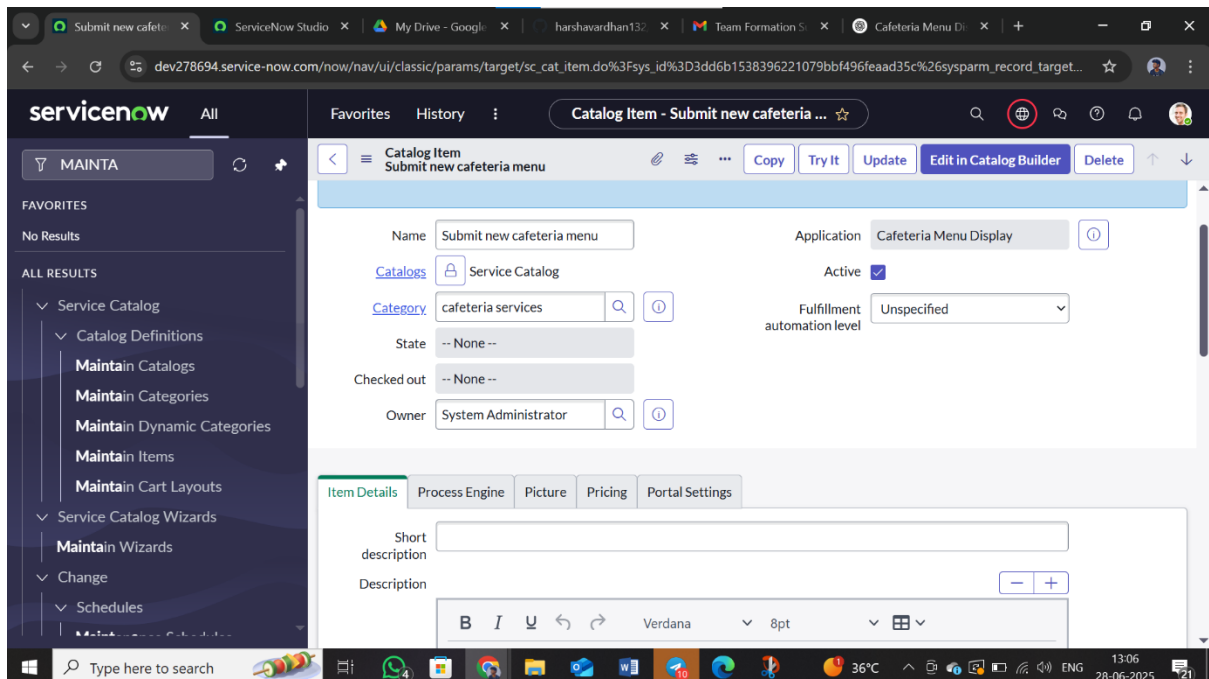
STEP 1: creating name as Mark As Repaired

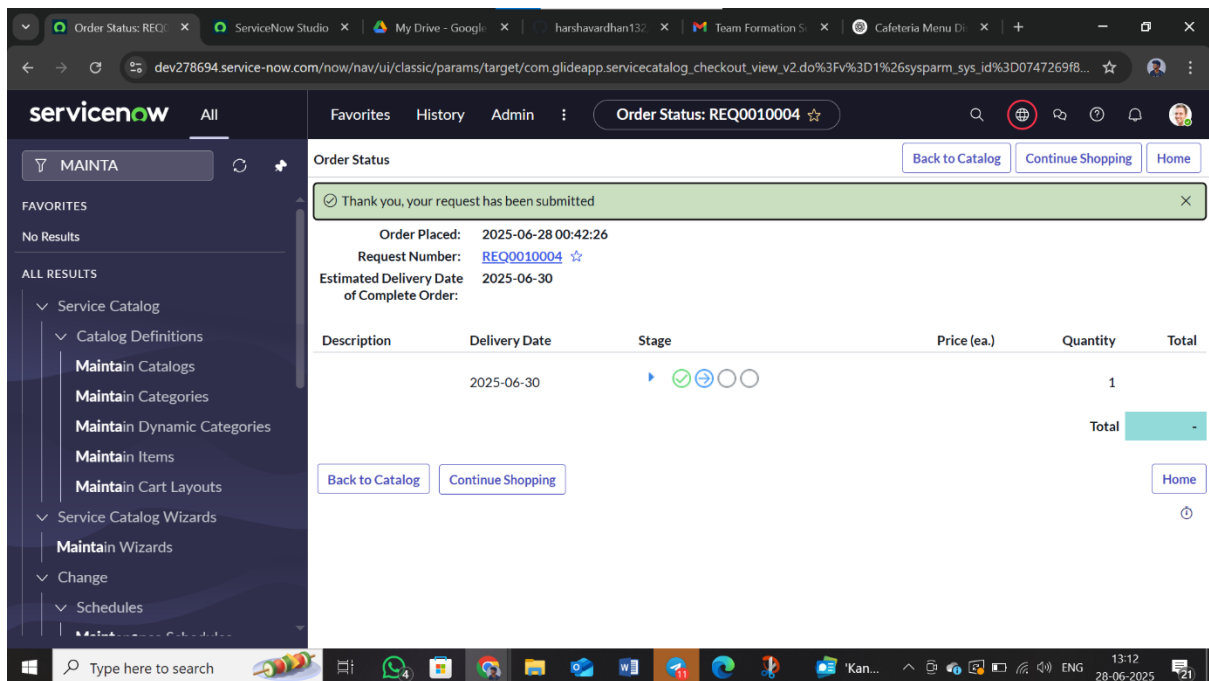
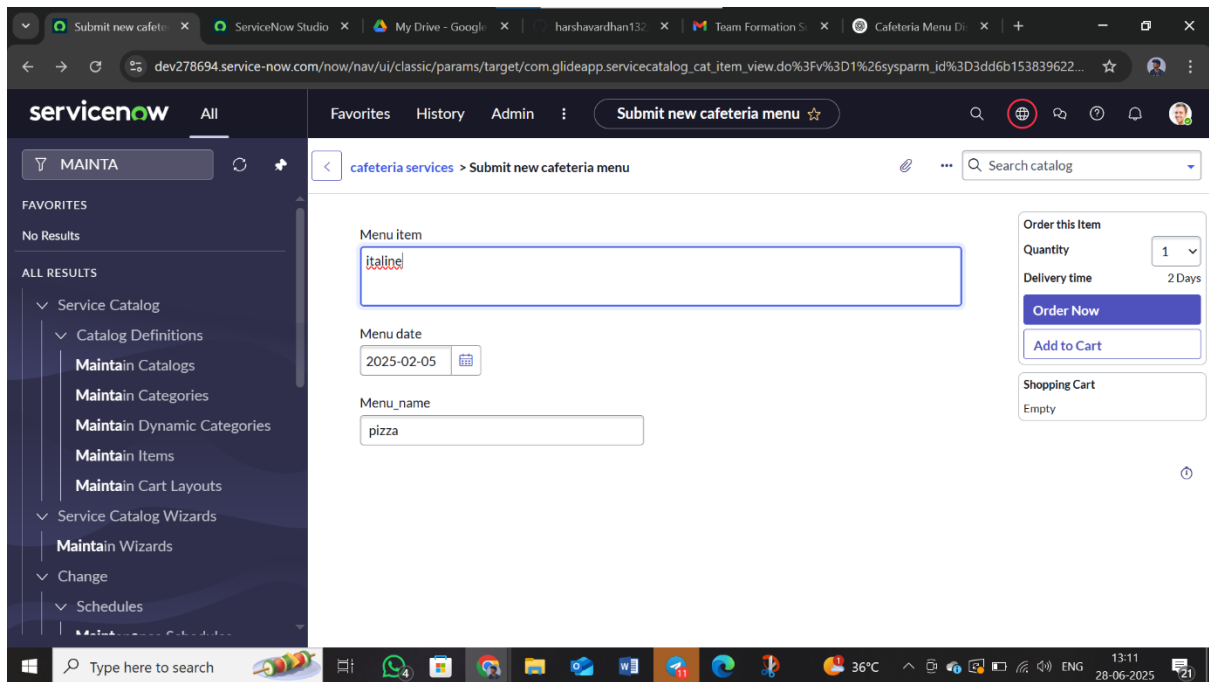




TESTING

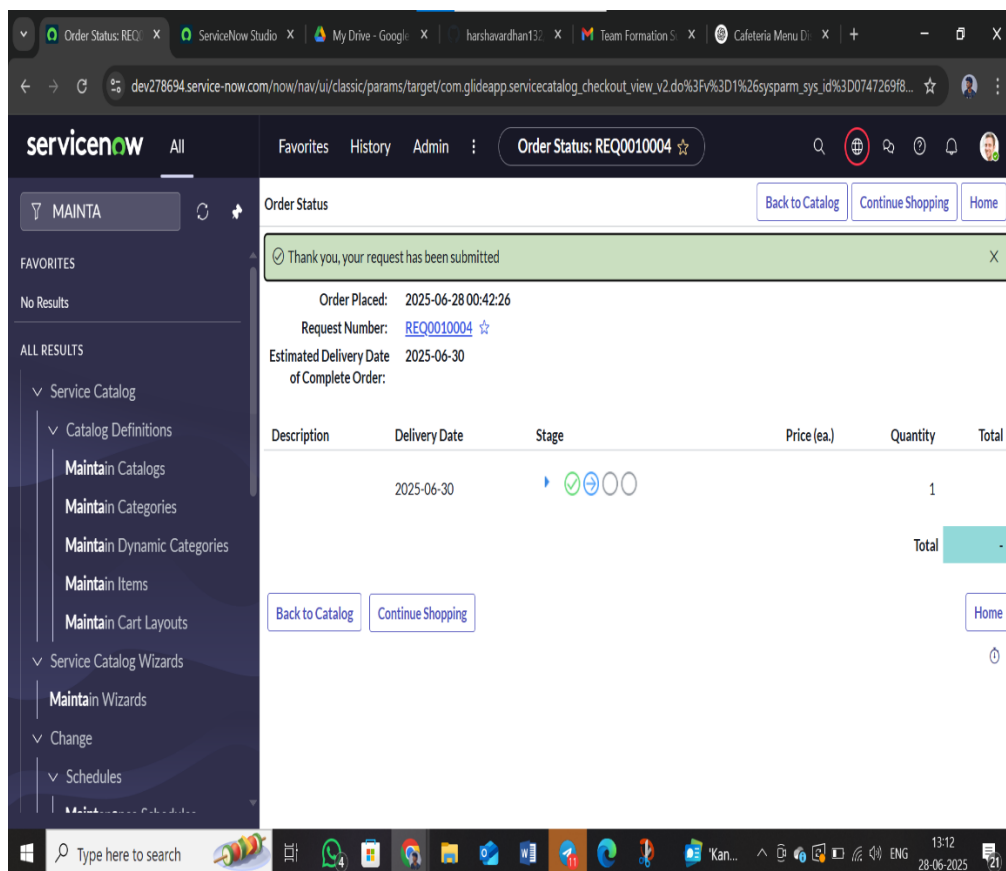
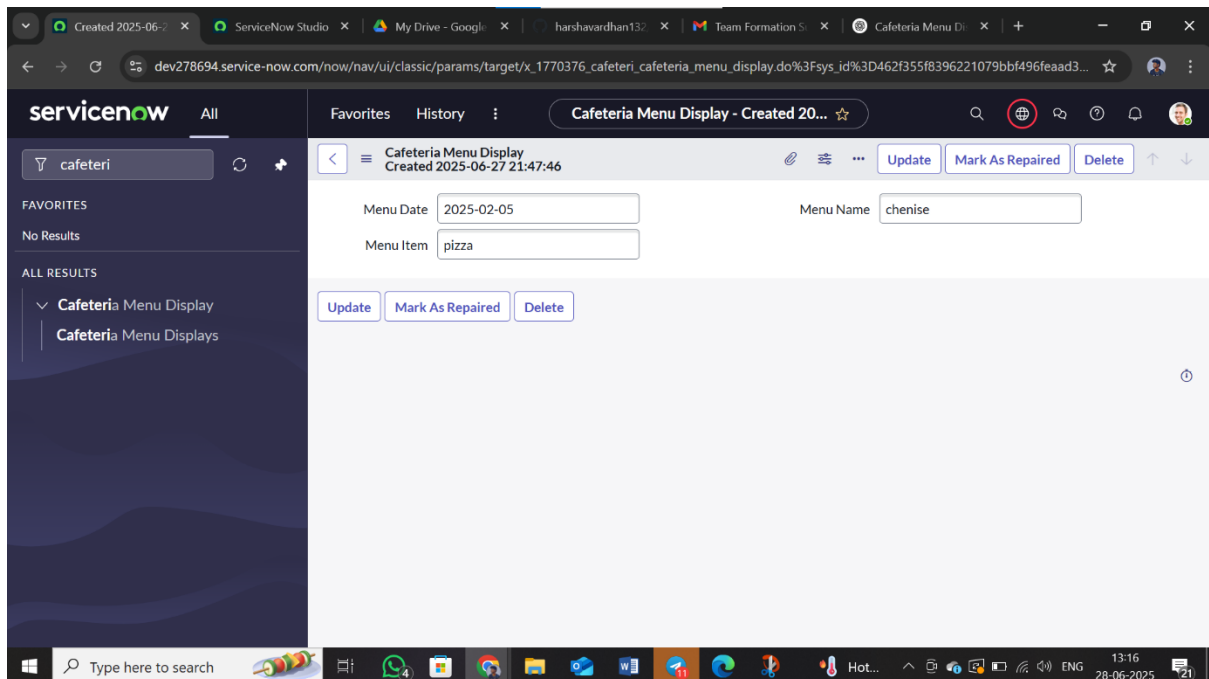
STEP1: TESTING SERVICE CATALOG





Testing service catalog is working or not it has successfully completed

STEP2:Testing UI action



8. Advantages & Disadvantages

Advantages

1. **Centralized Access**
 - Employees can access the menu alongside other services (IT support, HR, etc.) in one place.
2. **Customization**
 - ServiceNow allows dynamic content, so menus can be personalized (e.g., dietary preferences, location-based options).
3. **Workflow Integration**
 - Menu ordering can be integrated with approval workflows, payment systems, or even internal chargebacks.
4. **Automation Capabilities**
 - Automatic updates, reminders for meal times, and order confirmations can be built into the platform.
5. **Data Collection & Reporting**
 - Easily track ordering trends, inventory needs, and popular menu items using ServiceNow's reporting tools.
6. **Mobile Access**
 - Menus can be viewed and orders placed via the ServiceNow mobile app or responsive web portal.
7. **Sustainability Tracking**
 - ServiceNow can support logging of waste reduction efforts or dietary carbon footprints, which can align with ESG goals.

Disadvantages

1. **Not Designed for Food Services**
 - ServiceNow is primarily an ITSM/enterprise workflow platform, so customization for food service use may require significant development.
2. **Complex Setup**
 - Building an intuitive menu display may need custom forms, catalogs, or even scripting—requiring technical expertise.
3. **User Experience Limitations**
 - Compared to purpose-built food ordering apps, the interface may be less visually engaging or intuitive.
4. **Licensing and Cost**
 - ServiceNow is expensive and typically licensed per user; using it for a cafeteria could increase unnecessary licensing costs.
5. **Performance Overhead**
 - Adding non-core services like cafeteria menus may slow down the instance or clutter the service portal.
6. **Change Management**
 - Employees and cafeteria staff may need training to use the system effectively, especially if menu changes are frequent.

9.CONCLUSION

Using **ServiceNow to display a cafeteria menu** offers several strategic benefits, especially in environments where employees already interact with the platform regularly. It enables centralized access, automation, and useful reporting features. However, ServiceNow is not specifically designed for food services, so implementing a menu system may require custom development, additional costs, and user training.

In short, while ServiceNow can be adapted for cafeteria menu display, it is best suited for **large organizations** that value **integration, consistency, and workflow automation**—but may not be ideal for environments needing a **dedicated, visually rich food ordering experience**

10. FUTURE SCOPE

ServiceNow's architecture supports modular and scalable applications. In theory, a cafeteria menu can become a **Service Catalog item or a custom application**, enabling:

- Role-based menu access (e.g., employee vs. guest menus)
- Integration with internal identity and payroll systems for billing or subsidies
- Workflow automation for order approvals or dietary compliance
- Personalized menu recommendations based on previous orders or health data
- Forecasting demand to optimize food prep and reduce waste
- Intelligent notifications ("Your favorite meal is available today")

Cafeteria data (orders, feedback, timing) could be aggregated and analyzed through **ServiceNow Performance Analytics**, theoretically enabling:

- Menu optimization based on employee preferences
- Real-time tracking of cafeteria performance and service quality
- Insights into consumption patterns for sustainability reporting
- **Facilities Management** (e.g., occupancy limits, cafeteria scheduling)
- **HR Systems** (e.g., subsidized meals for night-shift workers)
- **Mobile platforms** for app-based ordering and real-time updates