

Cafeteria Menu Display Portal

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Team Size : 4

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1. INTRODUCTION:

1.1 Project Overview

The **Cafeteria Menu Display Portal** is a centralized platform developed using ServiceNow to manage, publish, and monitor cafeteria menus within an organization. The system enables administrators to create, update, approve, and publish daily or weekly menus efficiently. Employees can access real-time menu information, including meal options, special dishes, and dietary details.

The portal integrates menu creation, Service Catalog submission, reporting, and UI-based automation to streamline cafeteria operations.

1.2 Purpose

The purpose of this project is to:

- Centralize cafeteria menu management
- Provide real-time menu updates to employees
- Automate approval and publishing workflows
- Reduce manual errors and paperwork
- Improve employee dining experience

2. IDEATION PHASE:

2.1 Problem Statement

Organizations often manage cafeteria menus manually through emails or notice boards, leading to:

- Delays in menu updates
- Lack of real-time visibility
- Errors in meal scheduling
- Poor tracking of historical menus

The Cafeteria Menu Display Portal addresses these challenges by providing a structured, automated system for menu management.

2.2 Empathy Map Canvas

Think & Feel

- Employees want clarity on daily meals
- Administrators want easy menu management
- Management wants efficiency and reduced waste

See

- Confusing or outdated notice boards
- Lack of digital tracking

Say & Do

- Employees frequently ask about menu updates
- Admins manually update spreadsheets

Pain Points

- Manual errors
- No centralized system
- Time-consuming approvals

Gains

- Real-time access
- Automation
- Historical data tracking

2.3 Brainstorming

During brainstorming, the following ideas were generated:

- Create a custom table for storing menu details
- Use Service Catalog for new menu submission
- Develop UI Action for publishing menus
- Generate reports and dashboards
- Automate status updates

3. REQUIREMENT ANALYSIS:

3.1 Customer Journey Map

1. Admin logs into ServiceNow
2. Admin creates or updates menu
3. Menu is submitted via Service Catalog
4. Menu is reviewed and published

5. Employees view published menu
6. Reports are generated for tracking

3.2 Solution Requirement

Functional Requirements

- Create and store menu details (Name, Date, Items, Status)
- Submit new menu via Service Catalog
- Publish menu using UI Action
- Generate reports grouped by menu date
- Maintain historical records

Non-Functional Requirements

- Real-time performance
- Secure access
- User-friendly interface
- Scalable architecture

3.3 Data Flow Diagram (DFD):

Level 1

Admin → Cafeteria Portal → Employee

Level 2 DFD Flow

1. Admin inputs menu details
2. System stores data in Cafeteria Menu table
3. Service Catalog processes submission
4. UI Action updates status to “Published”
5. Employees view published data
6. Reports extract data from table

3.4 Technology Stack

- Platform: ServiceNow
- Module Used:
 - Service Catalog
 - Reports & Dashboard
 - Studio
 - System Definition (Tables & UI Actions)
- Scripting: Server-side scripting (Glide API)
- Database: ServiceNow Table

4. PROJECT DESIGN

4.1 Problem Solution Fit

| Problem | Solution |
|---------------------|----------------------------|
| Manual menu updates | Automated portal |
| No approval system | UI Action for publishing |
| No reporting | Built-in reporting feature |
| No historical data | Table-based storage |

The system aligns perfectly with organizational needs for automation and efficiency.

4.2 Proposed Solution:

The proposed solution includes:

- Creating a custom table: **Cafeteria Menu Display**
- Fields:
 - Menu Name
 - Menu Date
 - Menu Items
 - Status
- Service Catalog Item: “Submit New Cafeteria Menu”
- UI Action: “Mark as Published”
- Reports grouped by menu date
- Dashboard integration

4.3 Solution Architecture:

Architecture Layers:

1. Presentation Layer – Service Portal & Forms
2. Application Layer – Business Logic & UI Actions
3. Data Layer – Cafeteria Menu Table
4. Reporting Layer – Reports & Dashboard

Flow:

User Input → Service Catalog → Database → UI Action → Reports/Dashboard

5. PROJECT PLANNING & SCHEDULING:

5.1 Project Planning:

| Phase | Activity | Duration |
|-------------|----------------------------------|----------|
| Planning | Requirement Gathering | 1 Week |
| Design | Table & Catalog Design | 1 Week |
| Development | UI Action & Reports | 1 Week |
| Testing | Functional & Performance Testing | 1 Week |
| Deployment | Dashboard & User Training | 1 Week |

Total Duration: 5 Weeks

6. FUNCTIONAL AND PERFORMANCE TESTING:

6.1 Performance Testing:

Functional Testing:

- Tested menu submission via Service Catalog
- Verified table record creation
- Checked UI Action “Mark as Published”
- Verified report generation
- Tested dashboard integration

Performance Testing:

- Verified response time for menu retrieval
- Checked report loading time
- Ensured system handles multiple entries
- Validated real-time updates

7. RESULTS:

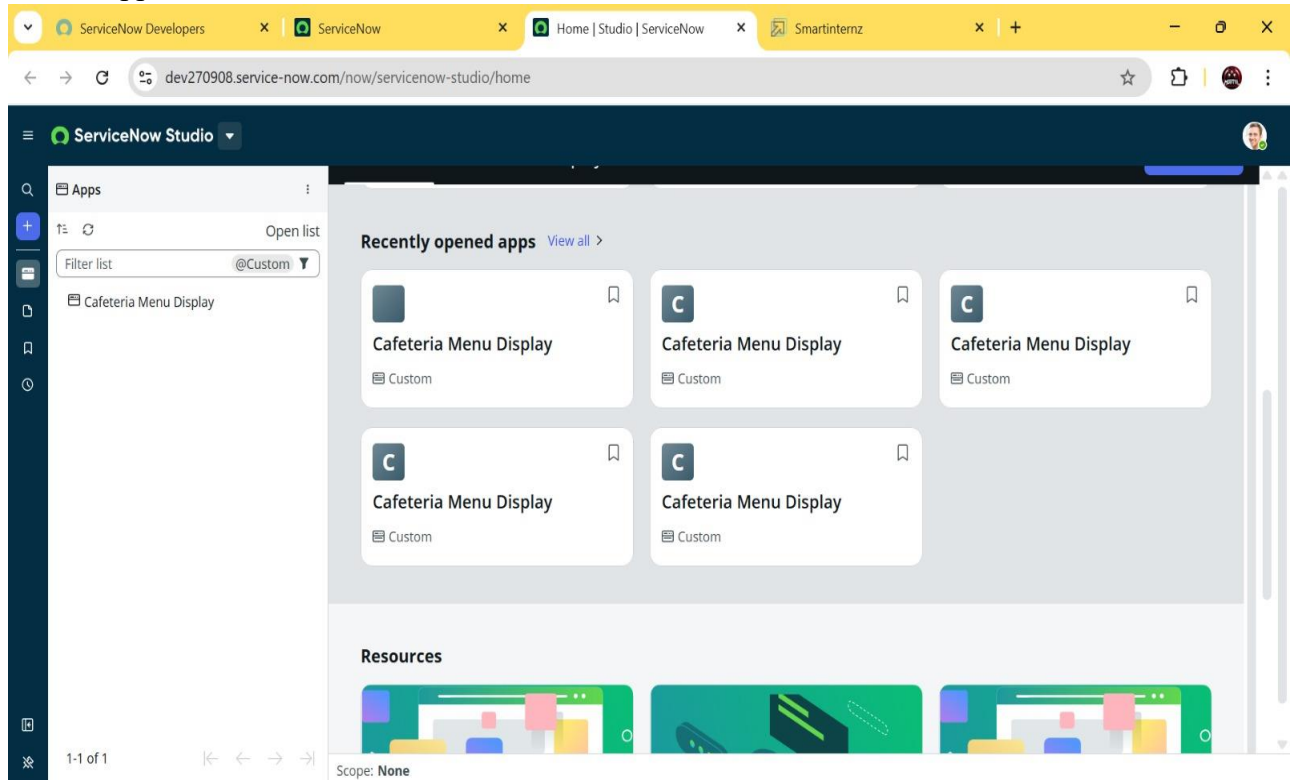
The system successfully:

- Allows menu submission
- Publishes menus with single-click UI action
- Generates grouped reports
- Displays data on dashboard
- Maintains historical records

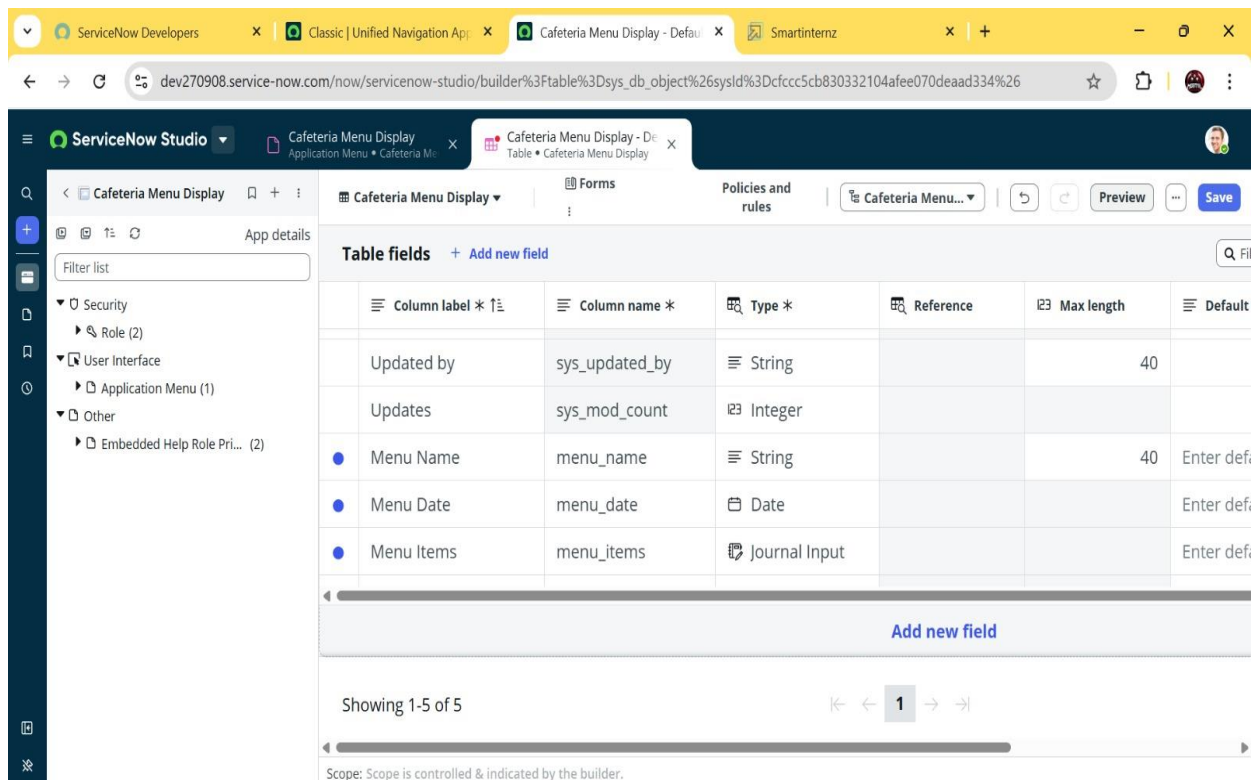
The portal improved administrative efficiency and employee satisfaction.

7.1 Output Screenshots:

- Studio Application Creation



- Table Structure



- Service Catalog Form

ServiceNow Developers

Submit new cafeteria menu | Catalog Item

Cafeteria Menu Display - Default

Smartinternz

dev270908.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D97be4dcf830332104afee070deead3c1%26sysparm_domain...

servicenow

All

Favorites

History

Catalog Item - Submit new cafeteria ...

Search

Catalog Item

Submit new cafeteria menu

Copy

Try It

Update

Edit in Catalog Builder

Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Submit new cafeteria menu

Application

Cafeteria Menu Display

Catalogs

Service Catalog

Active

☒

Category

cafeteria services

Fulfillment automation level

Unspecified

State

-- None --

Checked out

-- None --

Owner

System Administrator

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

ServiceNow Developers

Submit new cafeteria menu | Catalog Item

Cafeteria Menu Display - Default

Smartinternz

dev270908.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D97be4dcf830332104afee070deead3c1%26sysparm_domain...

servicenow

All

Favorites

History

Catalog Item - Submit new cafeteria ...

Search

Catalog Item

Submit new cafeteria menu

Copy

Try It

Update

Edit in Catalog Builder

Delete

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)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

Order

Search

Actions on selected rows...

New

Catalog item = Submit new cafeteria menu

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

1 to 3 of 3

- Dashboard

The screenshot shows the ServiceNow 'Variable - New Record' form for the application 'Cafeteria Menu Display'. The form includes fields for 'Type' (Single Line Text), 'Catalog Item' (Submit new cafeteria menu), and 'Order'. It also has checkboxes for 'Active', 'Mandatory', 'Read only', 'Hidden', and 'Disable automatic slot fill based on user context'. Below the form, there are tabs for 'Question', 'Annotation', 'Type Specifications', 'Default Value', 'Auto-populate', 'Permission', and 'Availability'. The 'Question' tab is selected, showing a text area with the instruction 'Specify the Question that explains the options available to the end user when ordering the item'. Below this, there are input fields for 'Question' (Menu name), 'Name' (menu_name), and 'Conversational label'.

8. ADVANTAGES & DISADVANTAGES:

Advantages:

- Centralized system
- Real-time updates
- Reduced manual effort
- Automated workflow
- Improved transparency
- Historical tracking

Disadvantages:

- Dependent on ServiceNow platform
- Requires initial configuration effort
- Training required for administrators

9. CONCLUSION:

The Cafeteria Menu Display Portal provides a comprehensive solution for managing and publishing cafeteria menus efficiently. By leveraging ServiceNow features such as Service Catalog, custom tables, UI Actions, and Reports, the system automates menu scheduling and enhances user experience.

The project demonstrates how automation and centralized management improve operational efficiency and employee engagement.

10. FUTURE SCOPE:

Future enhancements may include:

- Mobile application integration
- Notification alerts for menu updates
- Feedback and rating system
- Integration with payment systems
- AI-based meal recommendation system
- Analytics for food consumption trends

11. APPENDIX:

Fields Used

- Menu Name (Single Line Text)
- Menu Date (Date)
- Menu Items (Multi-line Text)
- Status (Choice Field – Draft/Published)

UI Action Script

```
current.status = 'Published';  
  
current.update();  
  
gs.addInfoMessage("Menu has been marked as Published");  
  
action.setRedirectURL(current);
```