Introduction:

Project title: Cafeteria Menu Display:

introduces the food and beverage options available to customers. It serves as a guide for diners, showcasing the day's offerings, often with descriptions, prices, and sometimes even images. In some cases, it might also provide nutritional information or highlight special promotions. The display can be physical, like a printed menu or a board, or digital, such as a screen.

Direction phase:

Problem Statement:

A common problem with cafeteria menu displays is difficulty in readability and navigation, especially with paper-based menus in high-traffic environments. This can lead to frustration for customers, increased wait times, and potential errors in ordering. Other issues include limited space for menu items, difficulty updating menus, and a lack of visual appeal.

Here's a more detailed breakdown:

1. Readability and Navigation:

Small Font Sizes and Cluttered Layouts:

Paper menus with small text or crowded layouts can be hard to read, particularly for individuals with visual impairments or in dimly lit areas.

Lack of Clear Categorization:

Poor organization of menu items into categories (e.g., appetizers, entrees, desserts) can make it challenging for customers to quickly find what they're looking for.

2. Limited Space and Inflexibility:

Static Nature of Paper Menus:

Paper menus are not easily updated, making it difficult to introduce new items, specials, or make price adjustments.

Objectives:

The primary objective of a cafeteria menu display is to clearly and effectively communicate the available food and beverage options, pricing, and any special offers to customers. It also serves to enhance the customer experience, influence purchasing decisions, and ultimately, boost sales and revenue.

Here's a more detailed breakdown:

1. Communication and Information:

Listing of Items:

The menu must clearly display all food and beverage items offered, including descriptions, ingredients, and prices.

Requirement Analysis:

Solution requirement:

Date		
Team ID	**LTVIP2025TMID30813**	
Project Name	**Cafeteria Menu Display**	

Functional Requirement:

FR NO	Functional Requirement	Sub Requirement
FR-1	Studio	Creator Studio is a free business and productivity tool by Meta Platforms
FR-2	Tables	Table Generator is a web application that enables you to effortlessly design and customize tables using a graphical editor.
FR-3	Service catalog	Create and share professional product catalogs. Customize templates for your products with images, attributes and tiered pricing.
FR-4	Report	create a report, you'll need to decide on a topic, gather information, structure the report logically, and then write and proofread it.
FR-5	UI Action	create a UI Action in ServiceNow, navigate to System Definition > UI Actions, click New, and then configure the action's properties.
FR-6	Testing	Creating a test involves defining test objectives, identifying test scenarios, outlining test cases, and possibly setting up test environments and data.

Non Functional Requirement:

FR NO	Non Functional Requirement	Description
NFR-1	Usability	focuses on how easily users can find information and make decisions about their meal choices. This includes assessing the clarity, organization, and visual appeal of the menu, as well as its ease of navigation. Feedback from users helps identify areas for improvement to ensure the menu is effective and user-friendly.
NFR-2	Security	Cafeteria menu display security primarily involves protecting the content of the menu from unauthorized changes and ensuring the physical security of the display itself. For static menus, this might involve secure frames or locked cabinets.
NFR-3	Reliability	reliable and versatile solution for displaying cafeteria menus. They provide dynamic content updates, improved order accuracy, and enhanced customer experience through clear, visually appealing displays.
NFR-4	Performance	This can be achieved by streamlining processes, optimizing inventory management, investing in staff training, leveraging technology, and closely monitoring key performance indicators (KPIs).
NFR-5	Availability	cafeterias and restaurants, offering a modern and dynamic

		way to showcase menus and promotions.
NFR-6	Scalability	cafeterias, especially those with multiple locations or franchise operations. These systems allow for easy and centralized updates across all screens, ensuring consistency and efficient management of menu information.

Data Flow Diagram:

Data Flow Diagram (DFD) provides a visual representation of the flow of information (i.e. data) within a system. By drawing a Data Flow Diagram, you can tell the information provided by and delivered to someone who takes part in system processes, the information needed to complete the processes and the information needed to be stored and accessed. This article describes and explains the Data Flow Diagram (DFD) by using a food ordering system as an example.

Uses:

- Cafeteria menu displays, particularly digital ones, are used to showcase available food items, pricing, and promotions
- dynamic content and visuals to attract customers and enhance their experience.
- They can be used to cross-promote items, suggest add-ons, and create upselling opportunities.
- This data can help optimize menu offerings, pricing, and promotional campaigns.

Data flow diagram

Studio

↓

Table

↓

Service catalog

↓

Report

↓

UI Action

↓

Testing

Technology stack:

ServiceNow App

App Configuration

APP

CMDB Tables

Import Sets

REST API

DATA

Scheduled Import

Transform Map

Incident Table

Actions

Triggered Actions

Actions

Third Party
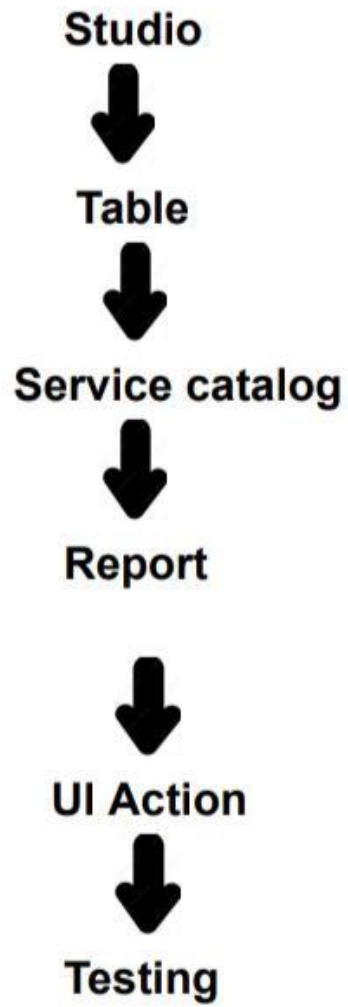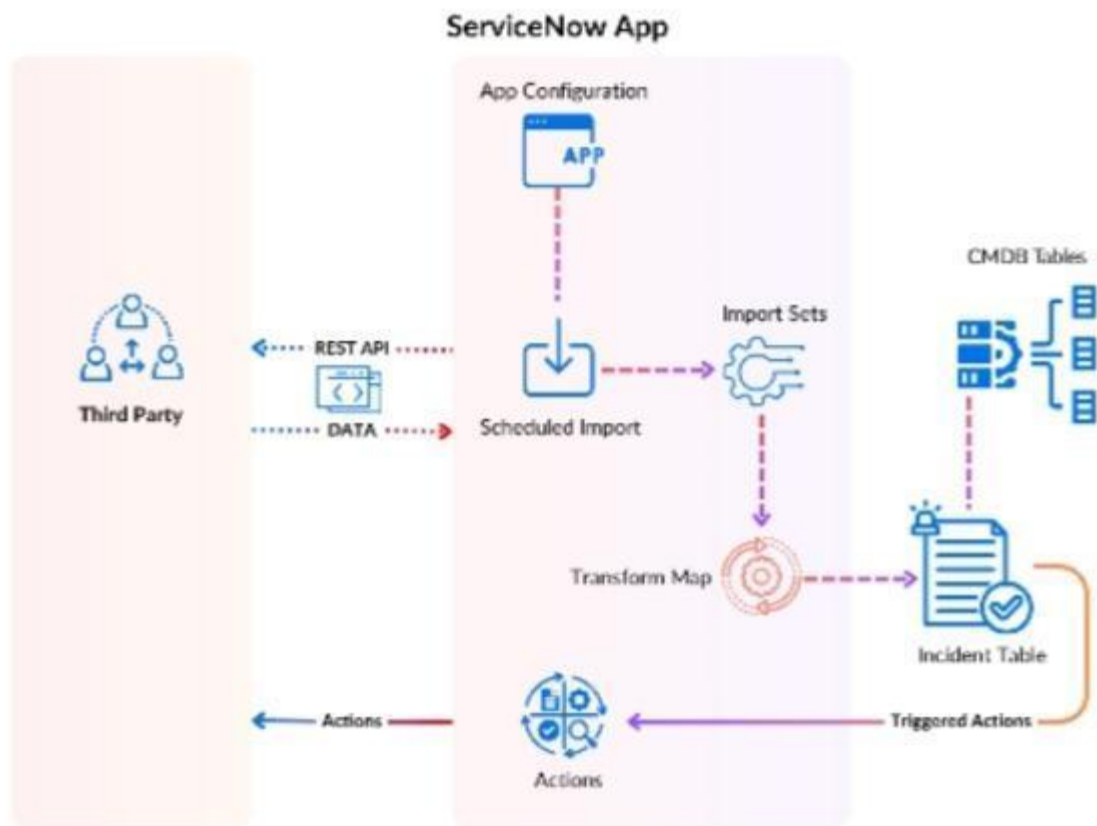
Project planning

Note: Request you to please click on "Tick mark ✅" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

Studio ⌄	Create Studio ⌄	× Koyyana Meenakshi	✓	✕
Table ⌄	Create Table ⌄	× Koyyana Meenakshi	✓	✕
Service Catalog ⌄	Create Service Ca ⌄	× Kilugu Rakshitha	✓	✕
Report ⌄	Create Report ⌄	× Konda Mounika	✓	✕
UI Action ⌄	UI Action ⌄	× Lingala Ankitha	✓	✕
Testing ⌄	Testing Service Ca ⌄	× Lingala Ankitha	✓	✕
Testing ⌄	Testing UI Action ⌄	× Kilugu Rakshitha	✓	✕

+ ADD

Cafeteria Menu Display:

MILESTONE 1: studio

 Activity 1: create studio

PURPOSE:

Studio in service is to provide a dedicated space for creative work, innovation, and problem-solving. Studios can serve various functions depending on the context.A studio can be a space for artists, musicians, writers, or other creatives to work on their projects, experiment with new ideas, and bring their visions to life.

USES

Studio is a dedicated space for creative work and can be used for a wide range of purposes, including: art, music, dance, theater, video production, and more. Specific types of studios include recording studios for music and voiceovers, photography studios for capturing images, and even studio apartments for living.

STEPS:

1.Open service now.

2.Click on All >> search for studio

3.Click on create new

4.Fill in the details as

5.Name : Cafeteria Menu Display

6.Click on create

7.Click on continue

8.And then again create

9.Click on start
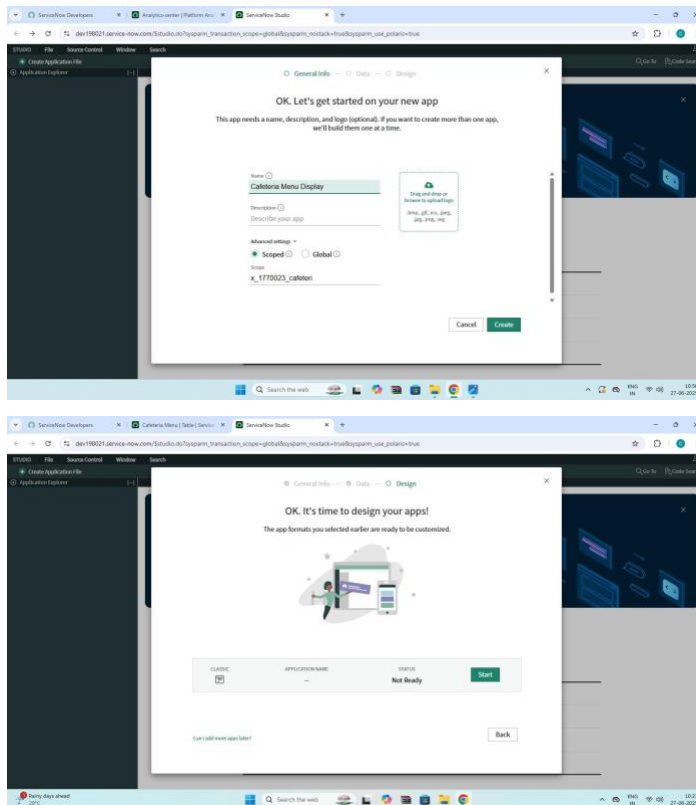
MILESTONE 2: Table

Activity 2: create Table

PURPOSE:

The purpose of the table in the cafeteria menu display is to organize and present information about the menu items in a clear and structured .

1. *Menu Date*: This column displays the date for which the menu is applicable.

2. *Menu Items*: This column lists the various food items available on the menu for that date.

3. *Menu Name*: This column might provide additional details or names for the menu items.

USES:

Present menu items, dates, and names in a structured format.Make it easy for customers to quickly scan and identify available options.

Improve User Experience Provide a clear and concise overview of the menu, facilitating informed dining choices.

Steps:

1.Open System definition >> tables

2.Click on new

3.Fill in the details

4.Name : Cafeteria Menu Display

5.Fields : Menu Name, Menu Date , Menu Items , Status

MILESTONE 3: Service catalog

 Activity 3: create Service catalog

PURPOSE:

   Provides a user-friendly interface for end-users to easily find and request services.Acts as a single source of truth for all available services, including IT and business-related offerings.Offers pre-defined request options and automates workflows, making the request process efficient and consistent.

USEs:

A Service Catalog is a consumer-like user interface (UI) for requesting services or products. The Service Catalog UI is for users of all skill levels and is familiar to anyone who has ordered online. Catalog Items have user-friendly forms for making requests.

Navigate to All >> service catalog.

Steps:

1.Under Catalog Definitions open maintain items

2.Click on new

3.Fill in the details

4.Name : Submit new cafeteria menu

5.Catalog : Service catalog

6.Category : cafeteria services

7.Click on save
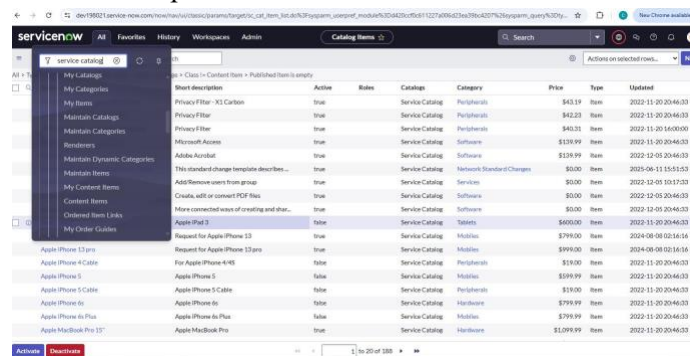
8.And Scroll down and create new variables under variables

9.Menu name : single line text

10.Menu date   : date

11.Menu items : Multiline text

12.Click on update.

MILESTONE 4: Repot

 Activity 4: create report

PURPOSE:

In ServiceNow, the purpose of a report is to extract, visualize, and share data from the platform to analyze trends, monitor performance, track key metrics, and ultimately, support data-driven decision-making. Reports in ServiceNow are used to present information in a clear and concise manner, often through charts, graphs, or tables, and can be shared with others via dashboards, service portals, or through exports and emails.

USES:

In ServiceNow, reports are used to analyze and present data in a meaningful way, enabling users to gain insights, track performance, and make data-driven decisions. They can be used to identify trends, monitor field values, track work, and visualize progress across various business processes. Reports can be shared via dashboards, emails, or service portals, making them a versatile tool for communication and collaboration.

Steps:

1.Navigate to All >> Reports

2.Click on new

3.Click on Create New

4.Report Name : Cafeteria Report , Source Type : Table , Table : Cafeteria menu

5.Type : List

6.Group By : Menu date , Columns : Menu date,menu items,menu name

7.Click on save

8.Then Click on add to dashboard

9.Click on add

MILESTONE 5: UI Action

 Activity 5: UI Action

PURPOSE:

In ServiceNow, UI actions are custom actions that allow users to interact with records on forms and lists, enhancing user experience and functionality. They appear as buttons, links, or context menu items, and

when clicked, they execute specific scripts, enabling actions like creating new records, updating fields, running scripts, or navigating to other pages.

USES:

UI Actions in ServiceNow are custom actions that allow users to interact with records and lists, appearing as buttons, links, or context menu items. They are used to automate tasks, create new records, update fields, navigate to related information, or perform other operations based on user interaction.

STEPS:

1.Navigate to System Definition >> UI action

2.Click on New

3.Fill in the details ;

- Name : Mark As Repaired

- Table : Asset Inventory

- Action name : mark_as_repaired

- Condition : current.status != 'Published'

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

4.Check the form button box

5.Click on save
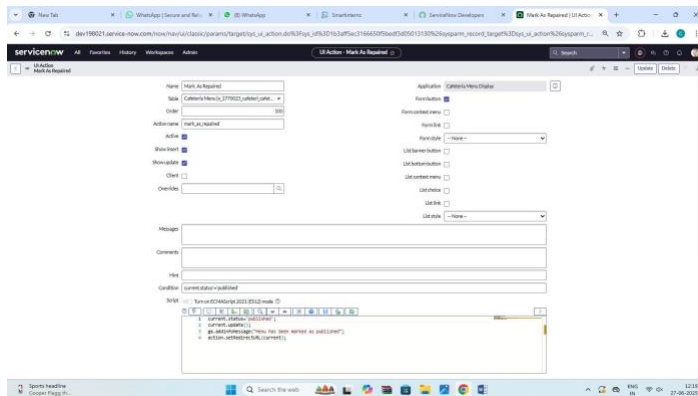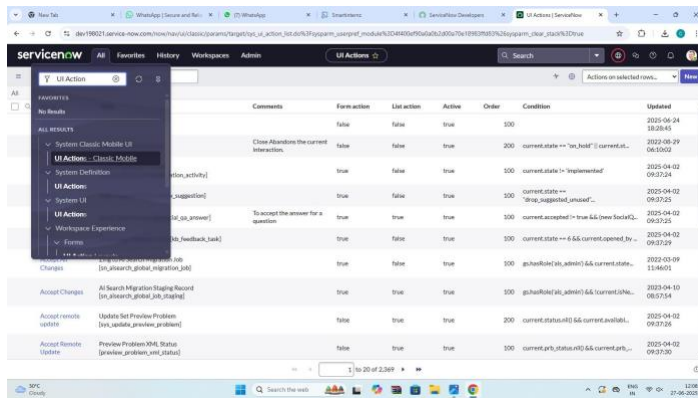
MILESTONE 6: Testing

Activity 1: Testing service catalog

PURPOSE:

The purpose of testing the Service Catalog in ServiceNow is to ensure that it functions correctly, is user-friendly, and meets the needs of the organization and its users.

USES:

Testing the ServiceNow Service Catalog is crucial for ensuring a smooth user experience, verifying functionality, and validating that the catalog is working as intended before it's released to users.

Steps:

1.Open service catalog

2.Click on try it

3.Fill in the menu item , menu name and menu date details

4.And then click on order now

MILESTONE 6: Testing

 Activity 6: Testing UI ACTION

PURPOSE:

In ServiceNow, the purpose of testing UI actions is to ensure that custom buttons, links, or menu items you've added to forms and lists function as expected, both from a user interface perspective and a logic perspective.
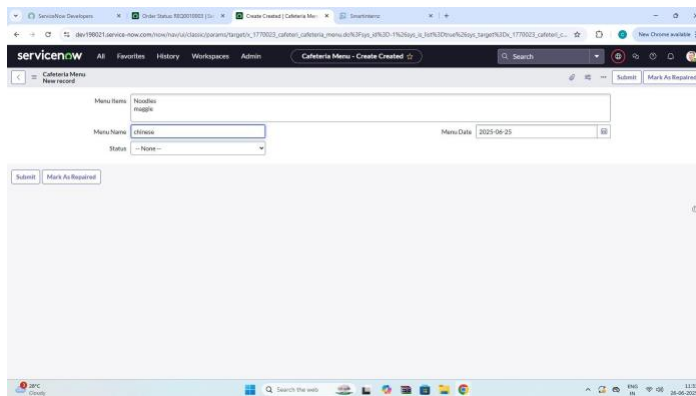
USES:

UI actions in ServiceNow are used to create custom buttons and menu items on forms and lists, enabling users to perform specific actions on records.

Steps:

1.Navigate to cafeteria menu table

2.Click on new

3.Fill in the details of menu items, menu date , menu name

4.And click on mark as published

Result:

 Report would detail how the menu is presented to customers, including the types of displays used, the information included, and how effectively it communicates with customers. It would also analyze the impact of the menu display on customer behavior and sales.

Key Aspects of a Cafeteria Menu Display Report:

Types of Displays:

The report would identify the display methods used, such as digital menu boards, printed menus, chalkboard menus, or a combination. It would note the number and location of each type.

Content:

The report would analyze the menu items listed, including categories, descriptions, prices, and any special offers or promotions. It would also assess the clarity and accuracy of the information presented.
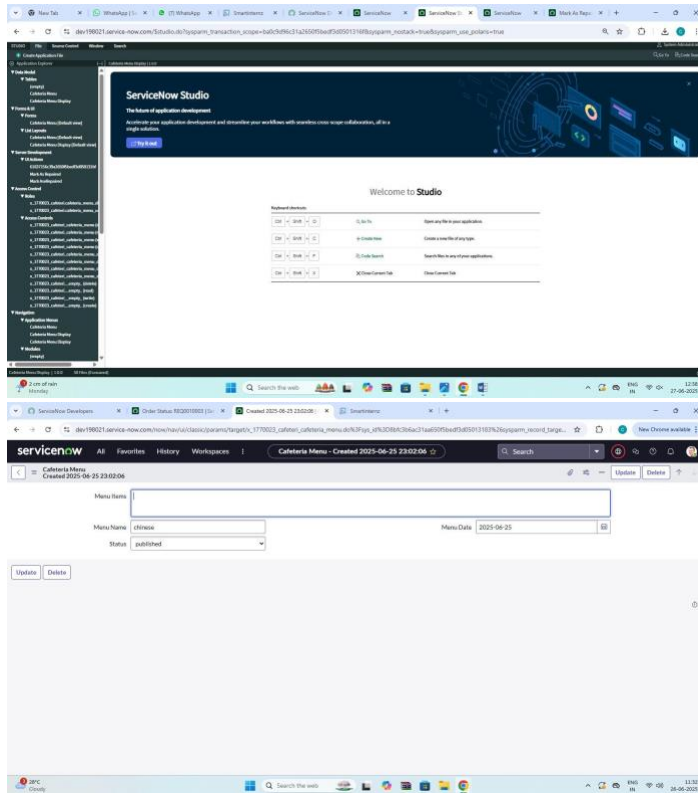
Conclusion:

A well-designed cafeteria menu display is crucial for enhancing the dining experience and operational efficiency. It should be clear, informative, and appealing to customers, while also facilitating efficient ordering and management. Digital menu boards offer dynamic updates, promotions, and customization options, potentially increasing sales and customer satisfaction.

Here's a breakdown of key aspects and conclusions regarding cafeteria menu displays:

1. Clarity and Visibility:

Clear and Concise: The menu should be easy to read with large, legible fonts and clear descriptions of each item.

Visual Appeal: Images, if used, should be high-quality and accurately represent the food.