

PROJECT DESIGN

DATE		
PROJECT ID	LTVIP2025TMID30840	
PROJECT NAME	Cafeteria menu display	

MILESTONE 1: studio

Activity 1: create studio

PURPOSE:

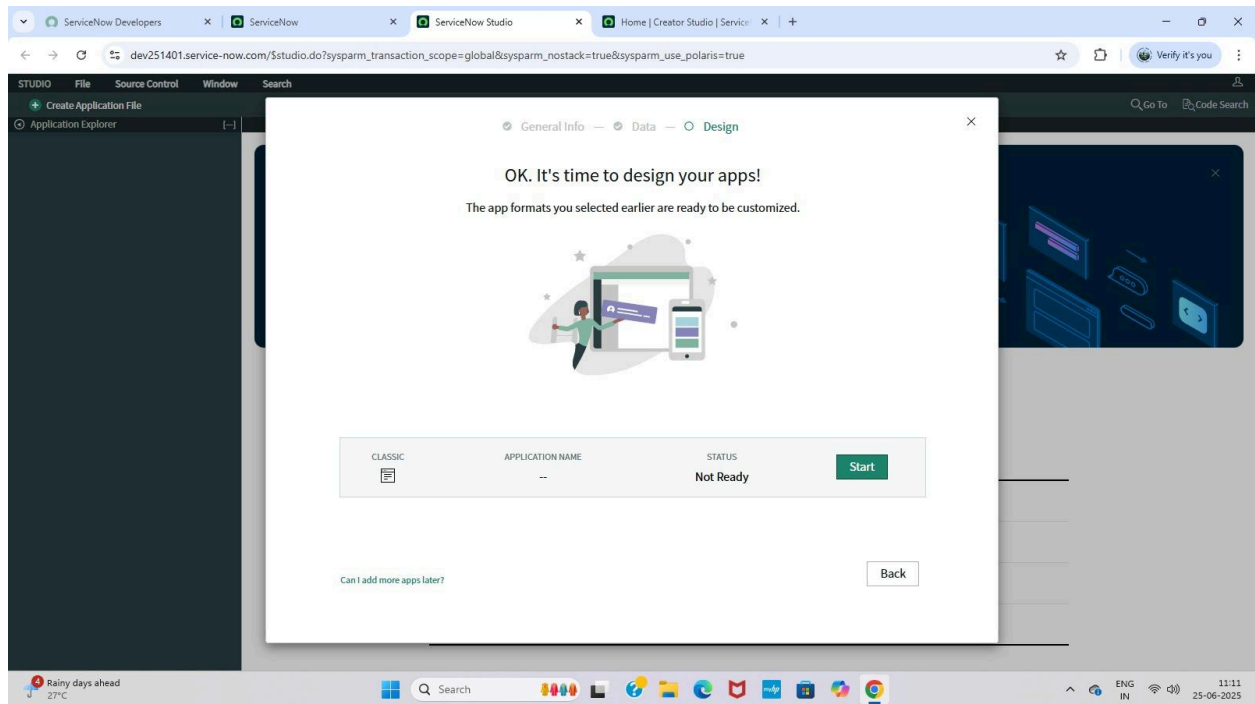
Studio in service is to provide a dedicated space for creative work, innovation, and problem-solving. Studios can serve various functions depending on the context. A studio can be a space for artists, musicians, writers, or other creatives to work on their projects, experiment with

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.

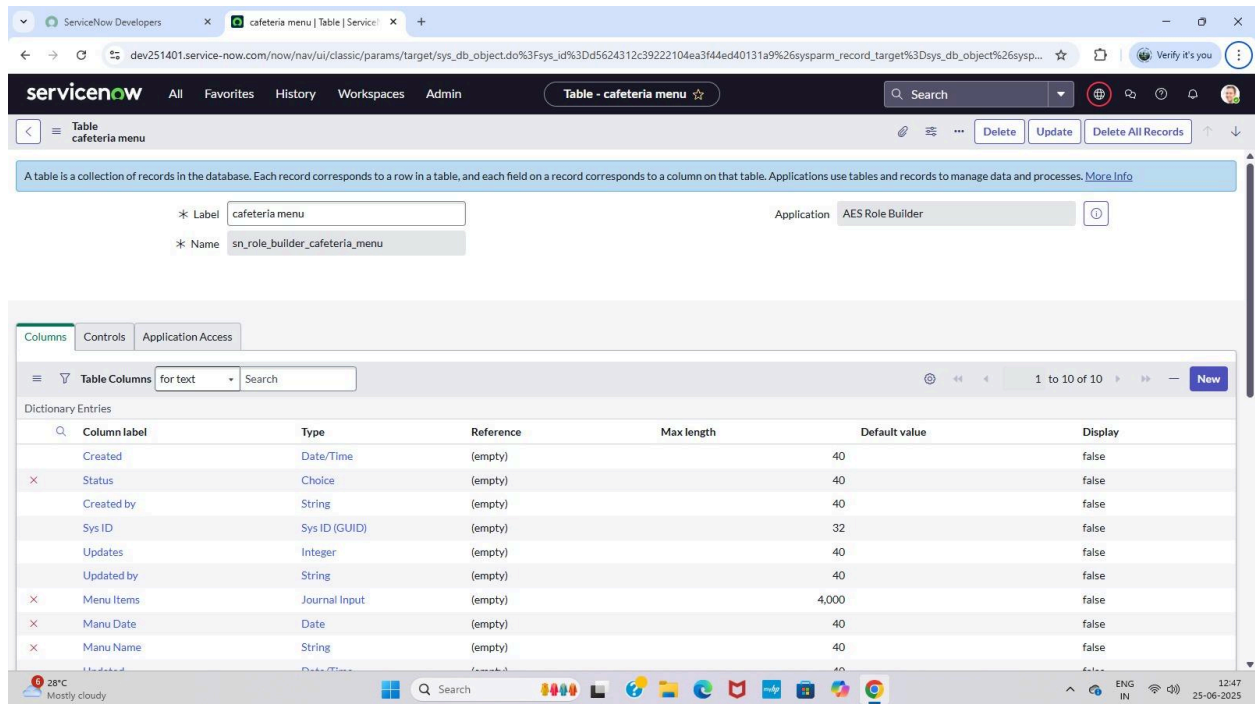
USES:

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.

The screenshot shows the ServiceNow interface for creating or editing a catalog item. The browser address bar shows the URL: `dev251401.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D08623eb92c35622104ea3f44ed40131ce%26sysparm_record_list%3Dtype%2521%253Dbundle%2...`. The page title is "Catalog Item - Submit new Cafeteris Menu Display".

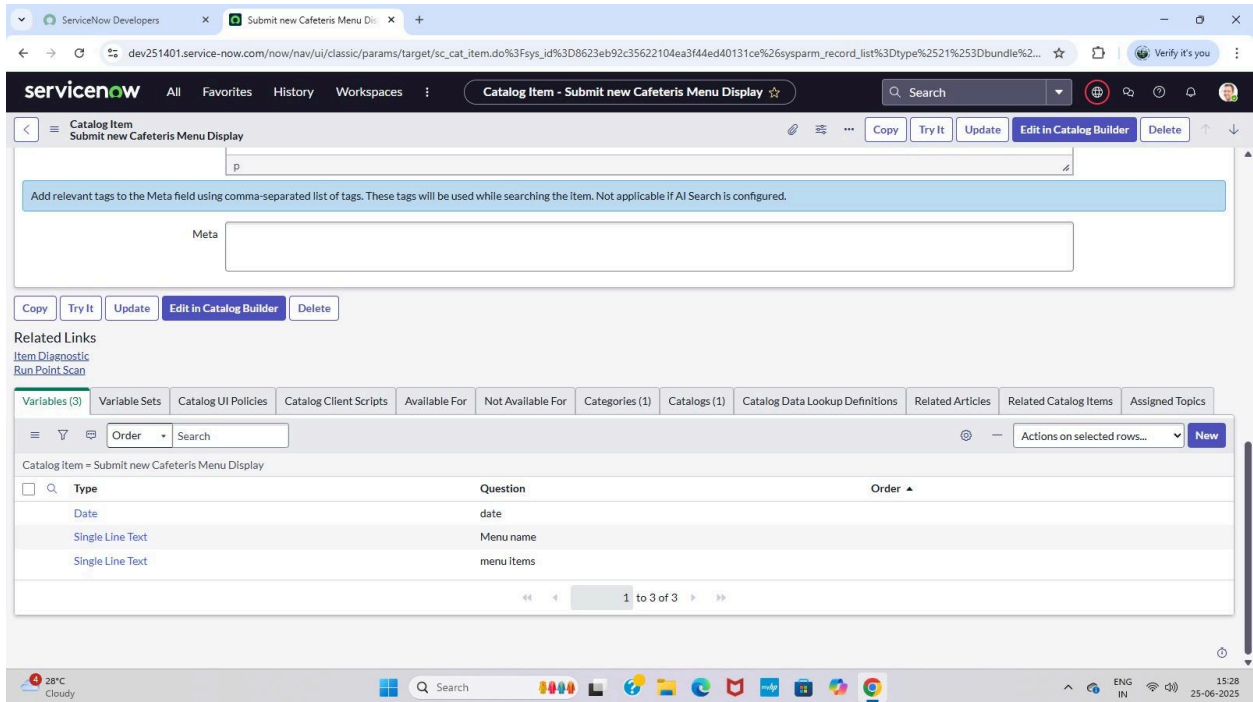
Form Fields:

- Name:** Submit new Cafeteris Menu
- Application:** AES Role Builder
- Catalogs:** Service Catalog
- Category:** Services
- Active:** ☒
- Fulfillment automation level:** Unspecified
- State:** --None--
- Checked out:** --None--
- Owner:** System Administrator

Item Details Tab:

- Short description:** (Empty text field)
- Description:** (Rich text editor with a toolbar containing Bold, Italic, Underline, Link, Unlink, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, and Table. The text area contains a single line of text: "Submit new Cafeteris Menu".)

The bottom of the screen shows a Windows taskbar with the date and time: 15:29, 25-06-2025.



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

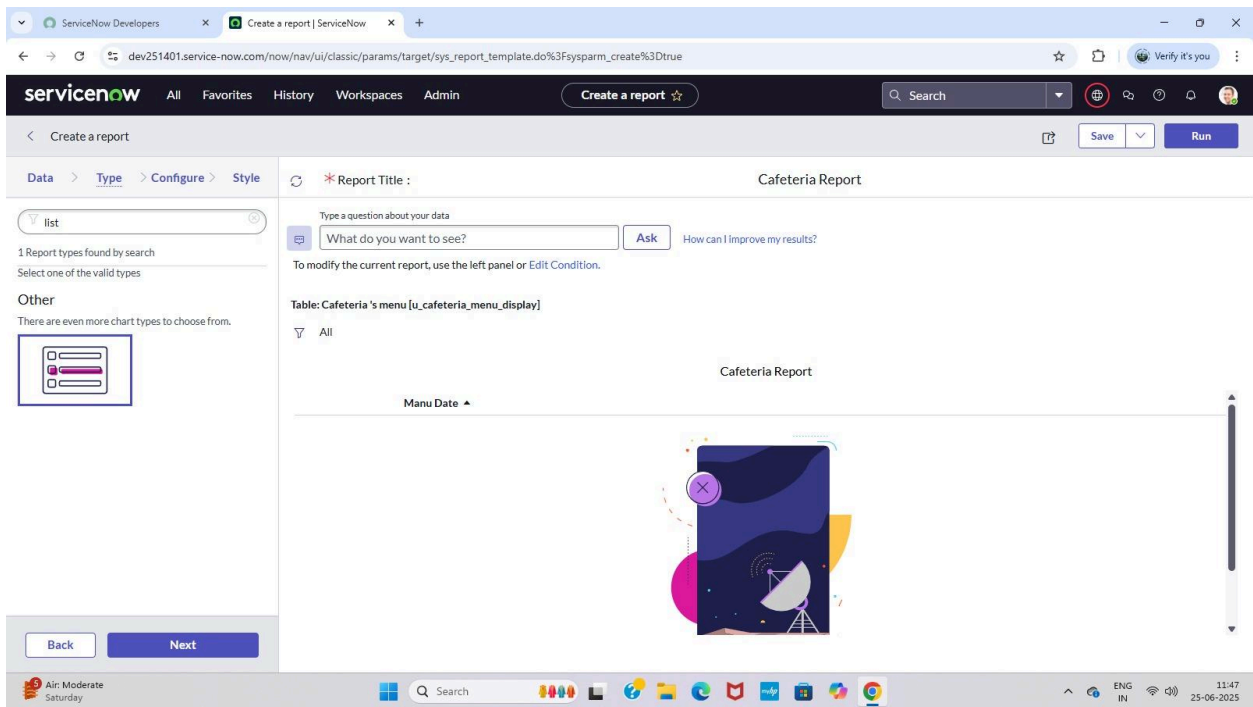
5. Type : List

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

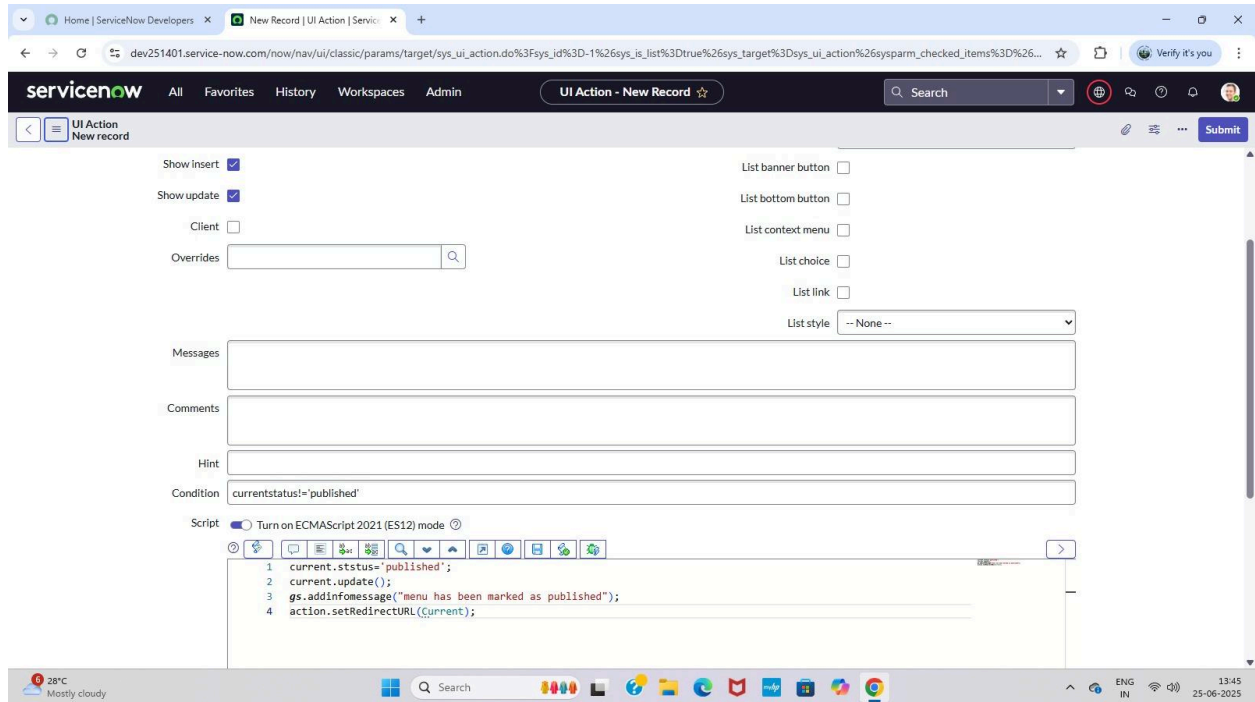
Action name : mark_as_repaired

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

The screenshot shows the ServiceNow Catalog Item form for 'Submit new Cafeteris Menu Display'. The form is titled 'Catalog Item - Submit new Cafeteris Menu Display' and includes a search bar and navigation links like 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below the title, there is a blue box with instructions: '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.'

The form fields are as follows:

- Name: Submit new Cafeteris Menu
- Application: AES Role Builder
- Catalogs: Service Catalog
- Active: ☒
- Category: Services
- Fulfillment automation level: Unspecified
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator

Below the form fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is selected, showing a 'Short description' field and a 'Description' field with a rich text editor. The rich text editor has a toolbar with options for bold, italic, underline, link, unlink, text color, background color, bulleted list, numbered list, indent, outdent, and undo/redo. The description field is currently empty.

The screenshot shows the ServiceNow Order Status page for Order ID R00010003. The page is titled 'Order Status: R00010003' and includes a search bar and navigation links like 'Back to Catalog', 'Continue Shopping', and 'Home'. Below the title, there is a green box with a message: 'Thank you, your request has been submitted'. The message includes the order details: 'Order Placed: 2025-06-25 15:29:55:06', 'Request Number: R00010003', and 'Estimated Delivery Date: 2025-06-27 (at Complete Order)'.

Below the message, there is a table with the following columns: Description, Delivery Date, Status, Price (per unit), Quantity, and Total. The table contains one row with the following data:

Description	Delivery Date	Status	Price (per unit)	Quantity	Total
	2025-06-27			1	

Below the table, there are buttons for 'Back to Catalog' and 'Continue Shopping'. The 'Continue Shopping' button is highlighted in blue.