

PROJECT REPORT

Cafeteria Menu Display Using ServiceNow

Team ID: LTVIP2026TMIDS42497

Team Members: 03

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Problem Statement:

The Cafeteria Menu Display Portal will enhance the management, publication, and accessibility of daily and weekly cafeteria menus across an organization. Administrators will be able to create, update, and publish menus efficiently, ensuring employees have realtime access to meal options. The portal will streamline the approval process for new menus, automate menu scheduling, and maintain a historical record for future reference. Employees can easily view upcoming meals, dietary options, and special offerings, improving cafeteria engagement and meal planning. By centralizing menu management, the platform will reduce manual effort, minimize errors, and enhance the overall dining experience for employees.

Objective:

The main objective of the Cafeteria Menu Display using ServiceNow project is to digitize and automate the process of managing and publishing cafeteria menus. It aims to provide a centralized platform where menu details can be easily created, updated, and accessed in real time. The system reduces manual effort, improves accuracy, enhances transparency, and ensures that users always have access to up-to-date cafeteria information.

Skills:

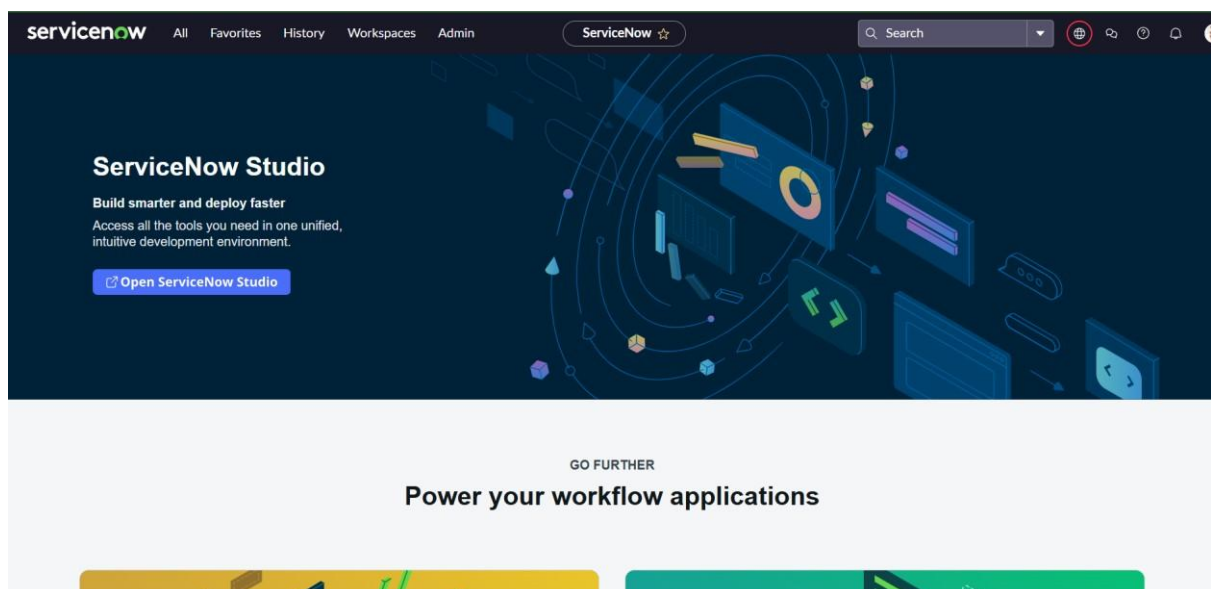
✚ ServiceNow Platform Knowledge

✚ Scripting (JavaScript)

- ✚ Database Concepts (RDBMS)
- ✚ Web Technologies (HTML, CSS, PHP/Node.js)
- ✚ Workflow Automation
- ✚ Problem-Solving
- ✚ Team Collaboration
- ✚ Project Presentation
- ✚ Analytical Thinking

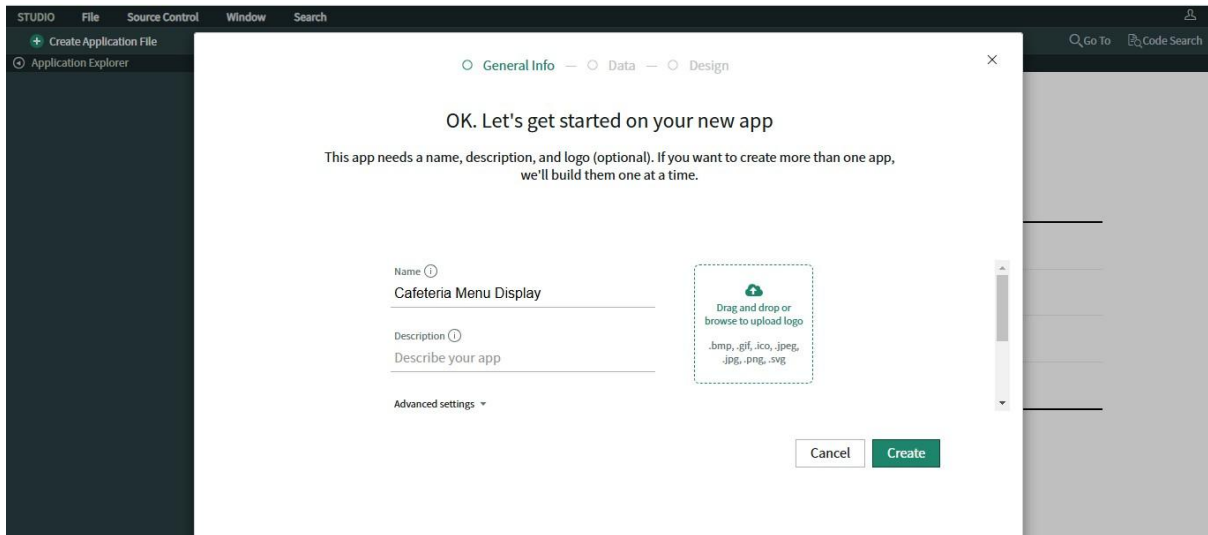
TASK INITIATION

Module 1: Creating a Studio



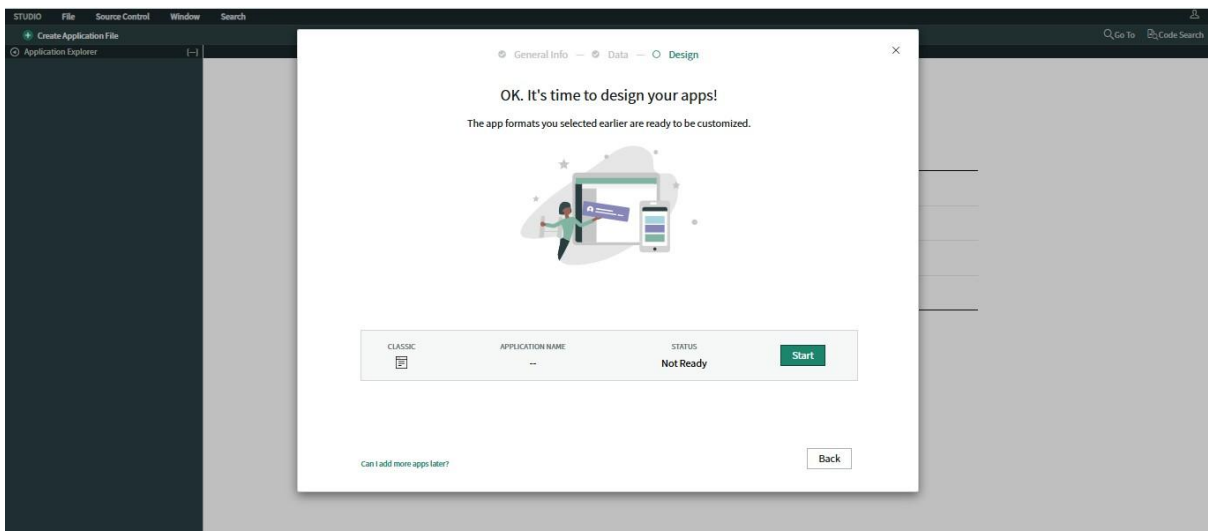
Step 1 :

Click on create new ⑦ Fill in the details as: Name : Cafeteria Menu Display ⑦ Click on create ⑦ Click on continue ⑦ And then again create



Step 2 :

Click on start



Module 2: Create a Table

Step 1 :

Open System definition >> tables ⑦ Click on new **Step**

2:

Fill in the details

Name : Cafeteria Menu Display

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

The screenshot shows the ServiceNow Table Editor for the 'Cafeteria Menu' table. The left sidebar shows the 'Cafeteria Menu' table selected. The main area shows the table configuration. The 'Label' is 'Cafeteria Menu' and the 'Name' is 'x_1463831_cafeteri_cafeteria_menu'. The 'Application' is 'Cafeteria Menu Display'. The 'Columns' tab is active, showing a list of columns. The columns are: Sys ID, Created, Menu Name, Menu Date, Updates, Status, Updated by, Menu Items, Created by, and Updated. The 'Menu Name' and 'Menu Date' columns are highlighted with red boxes. The 'Status' column is also highlighted with a red box. The 'Menu Items' column is highlighted with a red box. The 'Created by' and 'Updated' columns are also highlighted with red boxes. The 'Menu Name' column has a reference to 'Menu Name' and a max length of 40. The 'Menu Date' column has a reference to 'Menu Date' and a max length of 40. The 'Status' column has a reference to 'Status' and a max length of 40. The 'Menu Items' column has a reference to 'Menu Items' and a max length of 4,000. The 'Created by' column has a reference to 'Created by' and a max length of 40. The 'Updated' column has a reference to 'Updated' and a max length of 40.

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|---------------|-----------|------------|---------------|---------|
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| Created | Date/Time | (empty) | 40 | | false |
| Menu Name | String | (empty) | 40 | | false |
| Menu Date | Date | (empty) | 40 | | false |
| Updates | Integer | (empty) | 40 | | false |
| Status | Choice | (empty) | 40 | | false |
| Updated by | String | (empty) | 40 | | false |
| Menu Items | Journal Input | (empty) | 4,000 | | false |
| Created by | String | (empty) | 40 | | false |
| Updated | Date/Time | (empty) | 40 | | false |

Module 3 : Create Service Catalog

Step 1 :

1. Navigate to All >> service catalog
2. Under Catalog Definitions open maintain items
3. Click on new

The screenshot shows the ServiceNow Service Catalog interface. The left sidebar shows the 'Service Catalog' menu. The 'Catalog Definitions' menu is expanded, and the 'Maintain Items' option is selected. The main area shows a list of catalog items. The items are: 3M Privacy Filter - Lenovo X1 Carbon, 3M Privacy Filter - MacBook Pro, 3M Privacy Filter - MacBook Pro Retina, Access, Acrobat, Add network switch to datacenter cabinet, Add/Remove users from group, Adobe Acrobat Pro, Adobe Creative Cloud, and Apple iPad 3. The 'Maintain Items' option is highlighted with a red box. The 'New' button is highlighted with a red box. The 'Catalog Items' table is shown with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated.

| Name | Short description | Active | Roles | Catalogs | Category | Price | Type | Updated |
|--|---|--------|-------|-----------------|--------------------------|----------|------|---------------------|
| (empty) | | false | | | (empty) | \$0.00 | Item | 2024-10-21 03:15:11 |
| 3M Privacy Filter - Lenovo X1 Carbon | Privacy Filter - X1 Carbon | true | | Service Catalog | Peripherals | \$43.19 | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro | Privacy Filter | true | | Service Catalog | Peripherals | \$42.23 | Item | 2022-11-20 20:46:33 |
| 3M Privacy Filter - MacBook Pro Retina | Privacy Filter | true | | Service Catalog | Peripherals | \$40.31 | Item | 2022-11-20 16:00:00 |
| Access | Microsoft Access | true | | Service Catalog | Software | \$139.99 | Item | 2022-11-20 20:46:33 |
| Acrobat | Adobe Acrobat | true | | Service Catalog | Software | \$139.99 | Item | 2022-12-05 20:46:33 |
| Add network switch to datacenter cabinet | This standard change template describes... | true | | Service Catalog | Network Standard Changes | \$0.00 | Item | 2024-08-12 14:17:20 |
| Add/Remove users from group | Add/Remove users from group | true | | Service Catalog | Services | \$0.00 | Item | 2022-12-05 10:17:33 |
| Adobe Acrobat Pro | Create, edit or convert PDF files | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 20:46:33 |
| Adobe Creative Cloud | More connected ways of creating and shar... | true | | Service Catalog | Software | \$0.00 | Item | 2022-12-05 20:46:33 |
| Apple iPad 3 | Apple iPad 3 | false | | Service Catalog | Tablets | \$600.00 | Item | 2022-11-20 20:46:33 |

Step 2 :

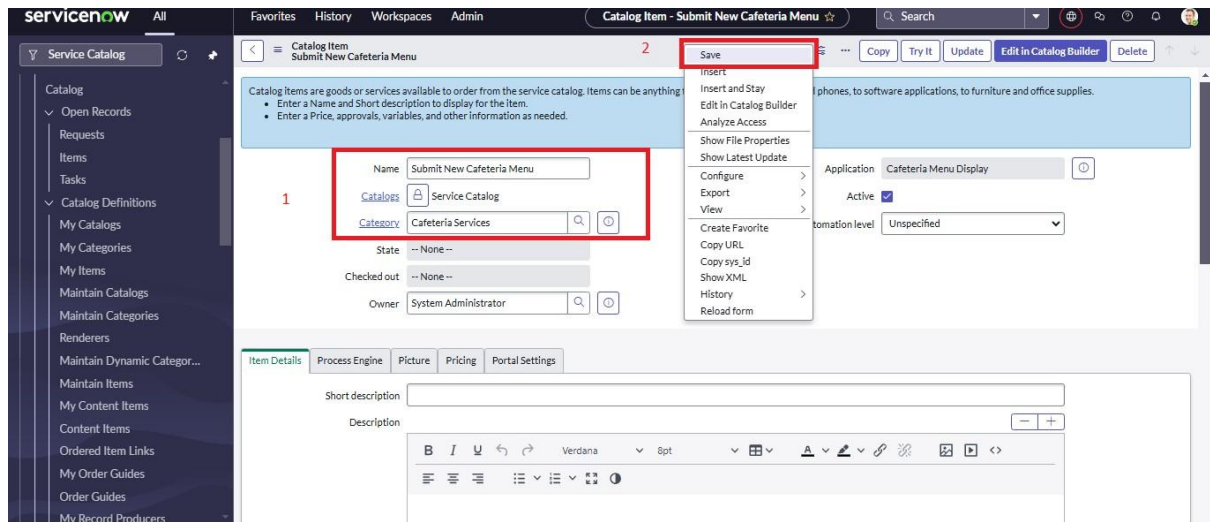
Fill in the details

Name : Submit new cafeteria menu

Catalog : Service catalog

Category : cafeteria services

Click on save



Step 3 :

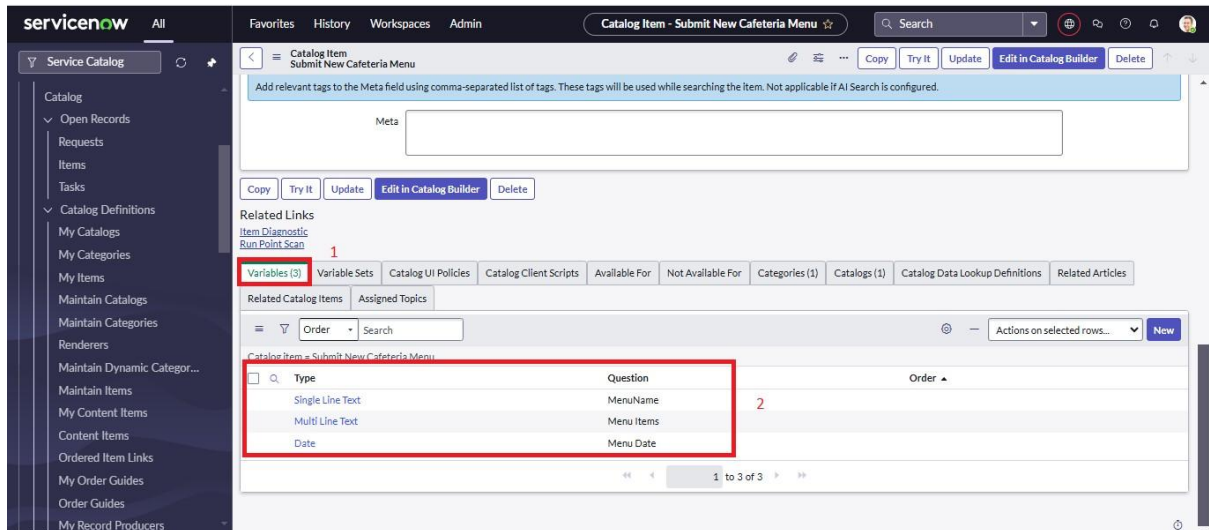
1. Scroll down and create new variables under variables

Menu name : single line text

Menu date : date

Menu items : Multiline text

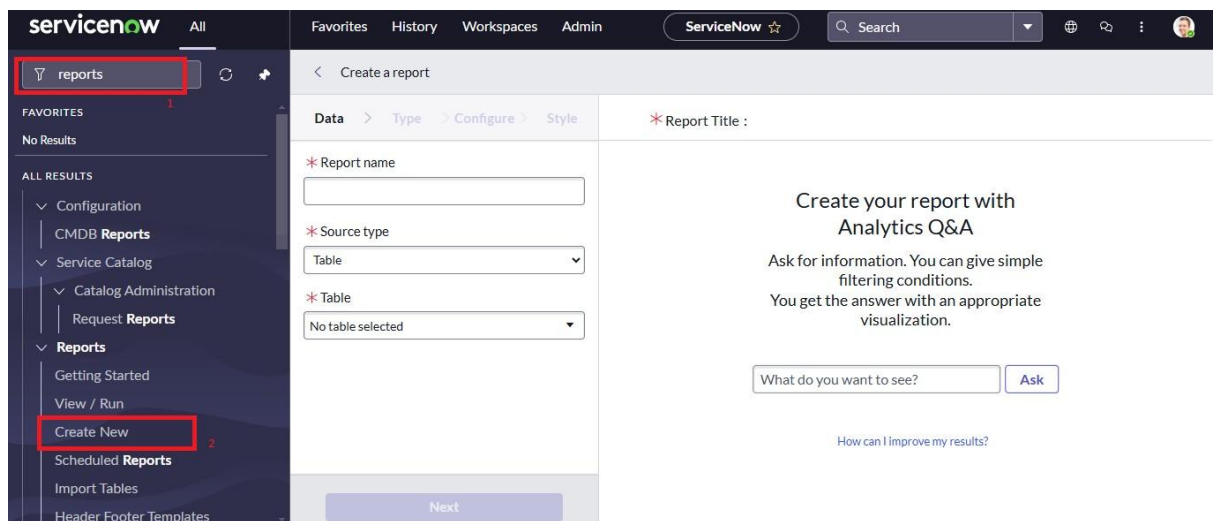
2. Click on update



Module 4: Create a Report

Step 1 :

1. Navigate to All >> Reports
2. Click on new
3. Click on Create New



Step 2:

Fill the details:

Report Name : Cafeteria Report

Source Type : Table

Table : Cafeteria menu

Report Configuration:

- Report name:** Cafeteria Report
- Source type:** Table
- Table:** Cafeteria Menu [x_1463831_cafeteri_cafeteria_menu]

Table: Cafeteria Menu [x_1463831_cafeteri_cafeteria_menu]

5 total Cafeteria Menus

| Menu Date | Menu Items | Menu Name |
|---------------------------|------------|-----------|
| Menu Date: (empty) (1) | | |
| Menu Date: 2025-02-04 (1) | | |
| Menu Date: 2025-02-05 (2) | | |
| Menu Date: 2025-02-12 (1) | | |

Step 3 :

Type : List

Report Configuration:

- Report name:** Cafeteria Report
- Source type:** Table
- Table:** Cafeteria Menu [x_1463831_cafeteri_cafeteria_menu]
- Type:** list

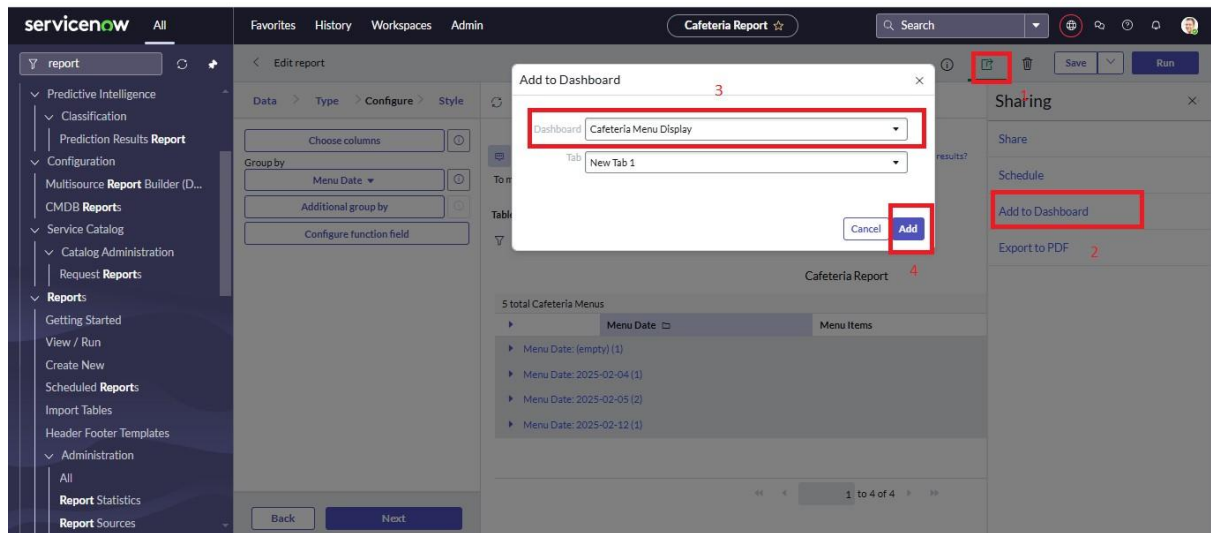
Table: Cafeteria Menu [x_1463831_cafeteri_cafeteria_menu]

5 total Cafeteria Menus

| Menu Date | Menu Items | Menu Name |
|---------------------------|------------|-----------|
| Menu Date: (empty) (1) | | |
| Menu Date: 2025-02-04 (1) | | |
| Menu Date: 2025-02-05 (2) | | |
| Menu Date: 2025-02-12 (1) | | |

Step 4 :

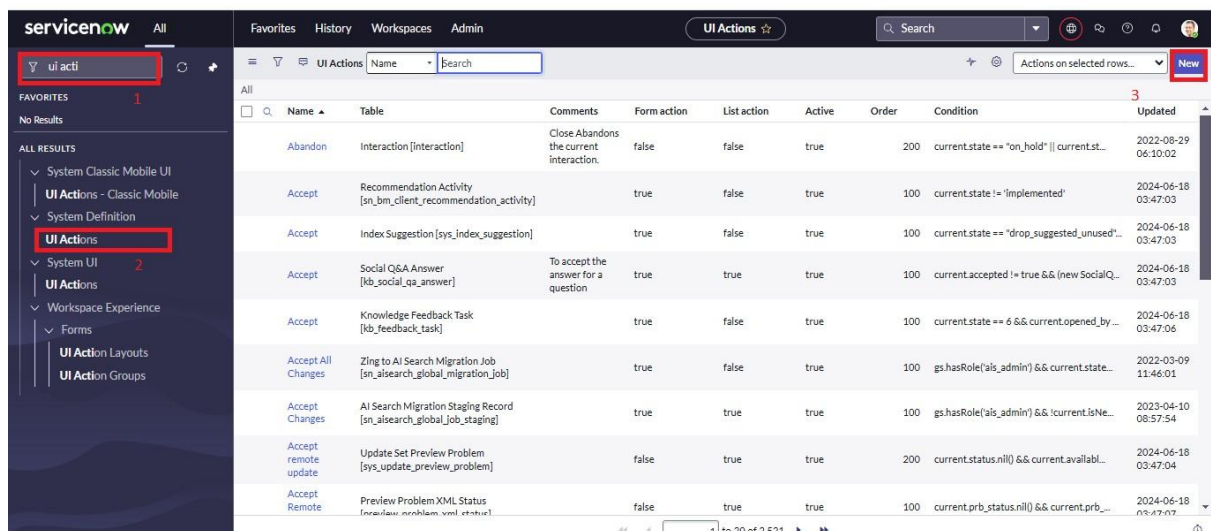
1. Group By : Menu date , Columns : Menu date,menu items,menu name
2. Click on save
3. Then Click on add to dashboard
4. Click on add



Module 5 : UI Action

Step 1 :

1. Navigate to System Definition >> UI action
2. Click on New



Step 2 :

1. Fill in the details ;

Name : Mark As Repaired

Table : Asset Inventory

Action name : mark_as_repaired

Condition : current.status != 'Published'

Script :

```
current.status = 'Published';
```

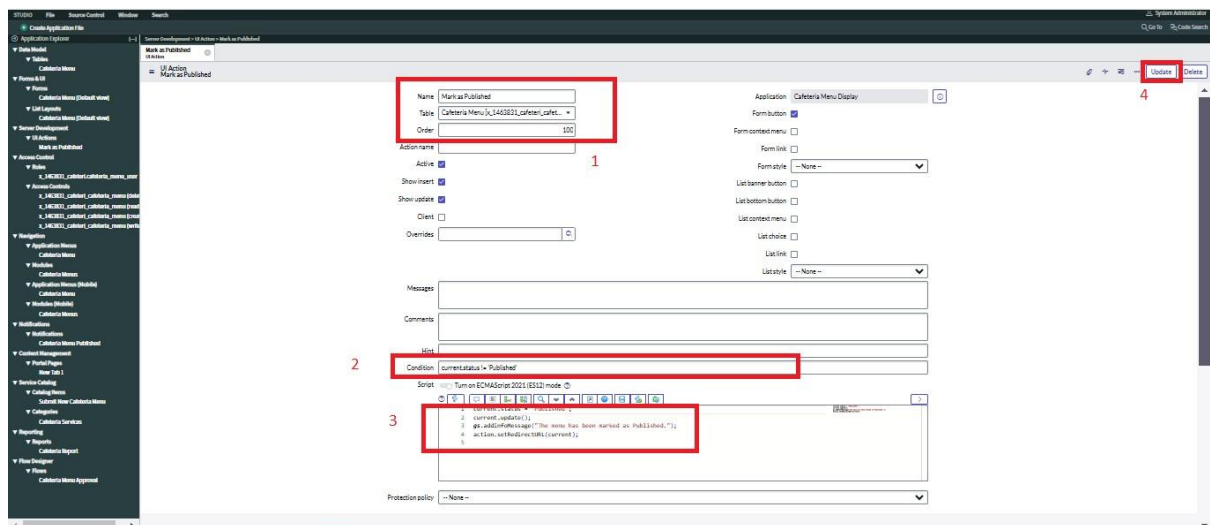
```
current.update(); gs.addInfoMessage("Menu
```

```
has been marked as Published")
```

```
action.setRedirectURL(current);
```

2. Check the form button box

3. Click on save



Module 6 :Testing

A) Testing Service Catalog:

Step 1:

1. Open service catalog
2. Click on try it

The screenshot shows the ServiceNow interface for creating a new catalog item. The left sidebar contains navigation links under 'maintain', including 'Service Catalog', 'Catalog Definitions', 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form is titled 'Catalog Item' and 'Submit New Cafeteria Menu'. It includes fields for 'Name' (Submit New Cafeteria Menu), 'Application' (Cafeteria Menu Display), 'Active' (checked), 'Roles', 'Fulfillment automation level' (Unspecified), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). Below these are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing fields for 'Short description', 'Description', and 'Meta'. At the bottom, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'.

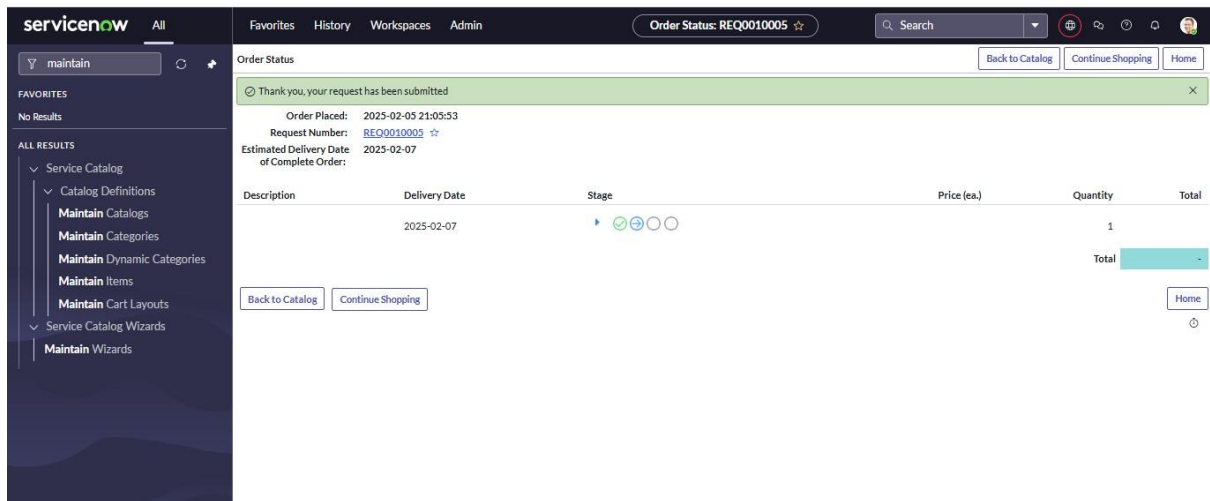
Step 2 :

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

This screenshot shows the 'Menu Name' and 'Menu Date' fields filled out. The 'Menu Name' field contains 'Italian' and is highlighted with a red box and a red '1'. The 'Menu Date' field contains '2025-02-05' and is also highlighted with a red box. The 'Menu Items' field contains 'pizza' and 'pasta'. On the right side, there is a section for 'Order this item' with a quantity of '1', a delivery time of '2 Days', and an 'Order Now' button highlighted with a red box and a red '2'. Below this is a 'Shopping Cart' section showing 'Empty'.

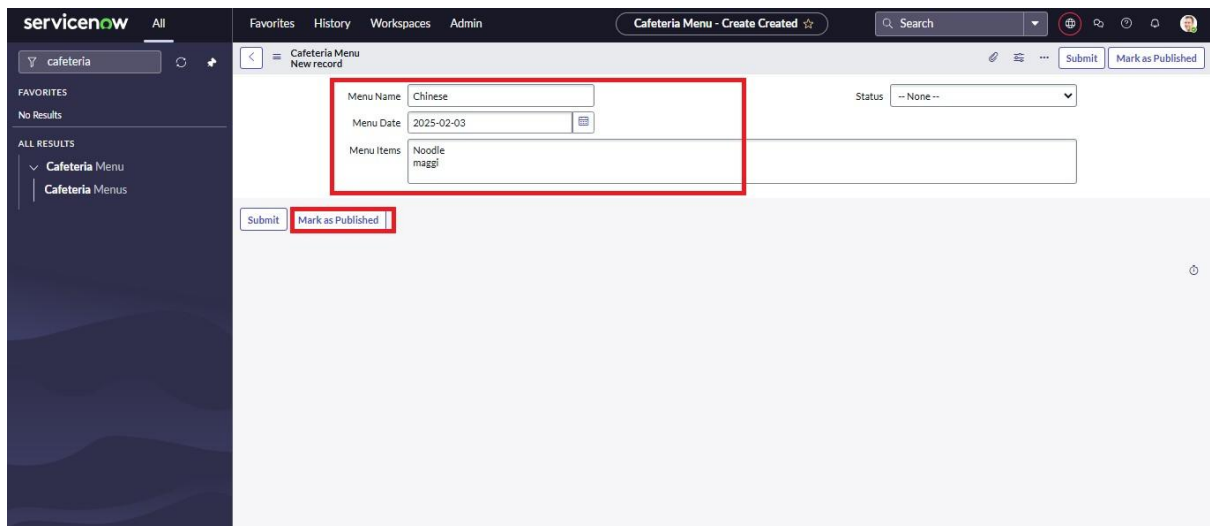
Step 3 :

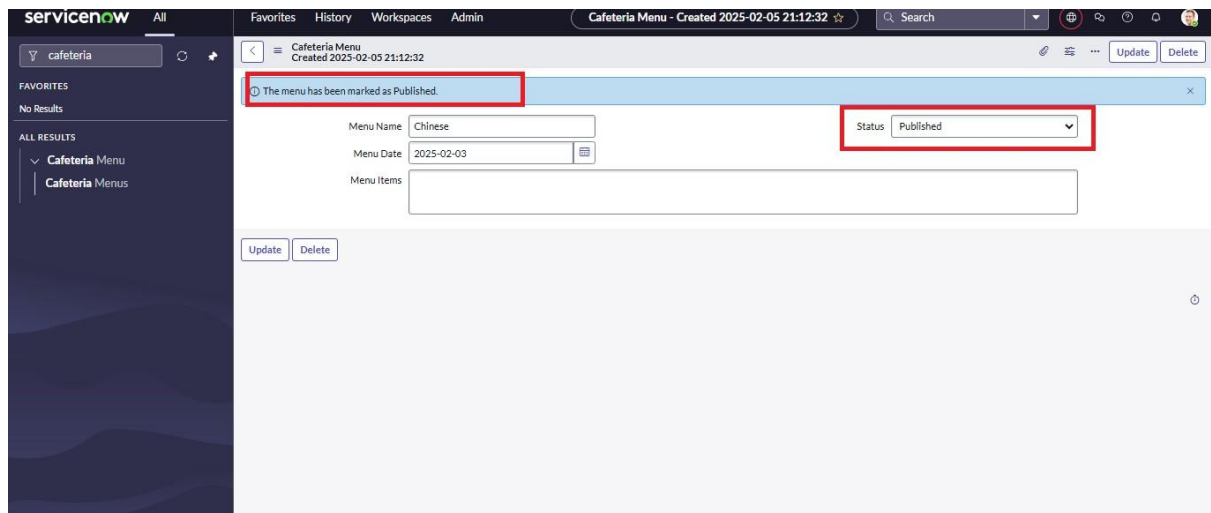
Click on order now



B) Testing UI Action:

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





Conclusion

The Cafeteria Menu Display Portal provides a comprehensive solution for managing, publishing, and optimizing cafeteria menus with ease and efficiency. By leveraging automation and real-time updates, the platform ensures accurate meal scheduling, reduces administrative workload, and enhances employee engagement. Automated workflows for menu approval, publication, and reporting enable organizations to streamline cafeteria operations, minimize errors, and improve the dining experience. This project showcases the power of ServiceNow's capabilities in integrating menu management, automation, and reporting tools to create a seamless food service system. By enhancing menu accessibility and operational efficiency, the platform helps organizations improve meal planning, reduce waste, and boost overall satisfaction.