Project Design

Team ID	LTVIP2026TMIDS42497
Project Name	Cafeteria Menu Display

Proposed solution :

S. No	Parameters	Description
1.	Problem Statement	The Cafeteria Menu Display Portal is designed to enhance the management, publication, and accessibility of daily and weekly cafeteria menus across an organization. It addresses the need for administrators to create and update menus efficiently while ensuring employees have real-time access to meal options, dietary information, and special offerings.
2.	Solution Description	This solution enables real-time tracking of menu updates and service automation, allowing cafeteria staff to streamline the approval process for new menus and automate scheduling. By centralizing menu management, the platform reduces manual effort, minimizes errors, and improves the overall dining experience for employees.
3.	Uniqueness	The uniqueness of the Cafeteria Menu Display project lies in its integration of automated menu scheduling with a historical record system for future reference. It bridges the gap between administrative backend management and employee frontend accessibility, ensuring transparency in meal planning and dietary options through a single, unified digital portal.
4.	Social Impact	The project creates a positive social impact by promoting workplace health and inclusivity through clear communication of dietary options (such as vegetarian or allergen-free meals). It fosters a better organizational culture by improving employee engagement and ensuring that all staff members, regardless of their dietary needs, have equal and timely information to plan their meals.
5.	Business Model	The business model focuses on enhancing operational efficiency and employee satisfaction through digital transformation. By leveraging the ServiceNow platform, the model delivers a smart, automated solution for cafeteria services that reduces the administrative burden on facility managers and improves the daily user experience for the workforce.
6.	Scalability Of The Solution	Built on a scalable architecture, this portal can easily adapt to the needs of any organization, from a single-site office to a global corporation with multiple cafeterias across different regions.

Milestone-1: Setting up Instance

Purpose :

To create a working environment where the Cafeteria Menu Display system can be developed, implemented, and tested.

Uses :

Enables application development on ServiceNow. Provides a platform to store and manage data. Supports testing and deployment of features.

Steps:

Login to ServiceNow

Navigate to Developer Instance

Request and activate instance

Milestone-2: Application Creation (Studio)
Purpose

Purpose

To build a dedicated application for managing cafeteria menus within ServiceNow.

Uses

Organizes all project components in one place

Enables customization and development

Provides a structured environment for building features

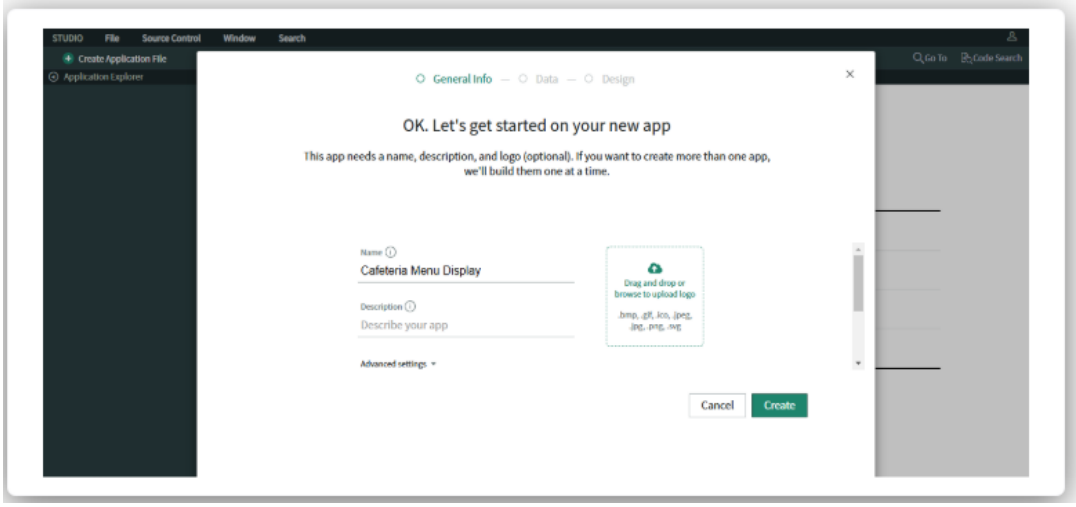
Steps

Open Studio

Click Create Application

Name: Cafeteria Menu Display

Click Create → Continue → Start


STUDIO
File
Source Control
Window
Search
Create Application File
Application Explorer
Go To
Code Search
General Info
Data
Design
OK. Let's get started on your new app
This app needs a name, description, and logo (optional). If you want to create more than one app, we'll build them one at a time.
Name
Cafeteria Menu Display
Description
Describe your app
Drag and drop or browse to upload logo
.bmp, .gif, .ico, .jpeg, .jpg, .png, .svg
Advanced settings
Cancel
Create

OK. It's time to design your apps!
The app formats you selected earlier are ready to be customized.
Not Ready
Start
Back

Milestone-3: Table Creation

Purpose

To store and organize cafeteria menu data in a structured format.

Uses

Stores menu details like name, date, and items. Enables easy data retrieval and updates. Supports reporting and automation processes.

Steps

Table Name

Cafeteria Menu Display

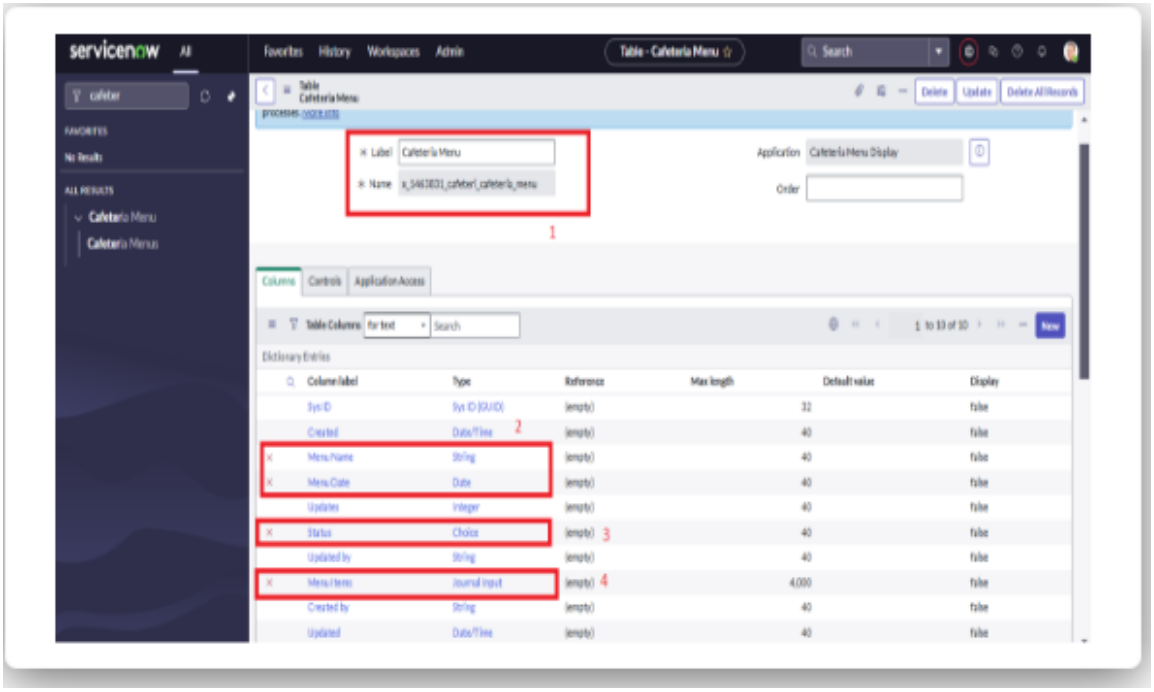
Fields

Menu Name

Menu Date

Menu Items

Status



Milestone-4: Service Catalog

Purpose

To allow users or staff to submit new cafeteria menu entries easily.

Uses

Simplifies menu submission process. Provides user-friendly interface. Automates data entry into the system

Steps

Navigate to Service Catalog

Maintain Items → New

Fill details:

Name: Submit New Cafeteria Menu

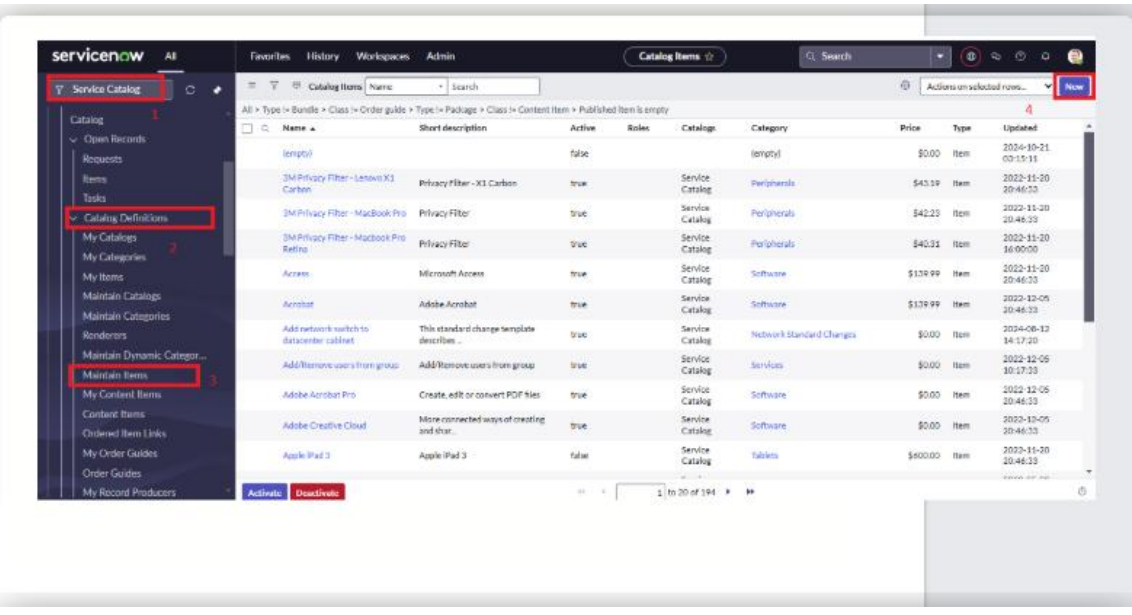
Category: Cafeteria Services

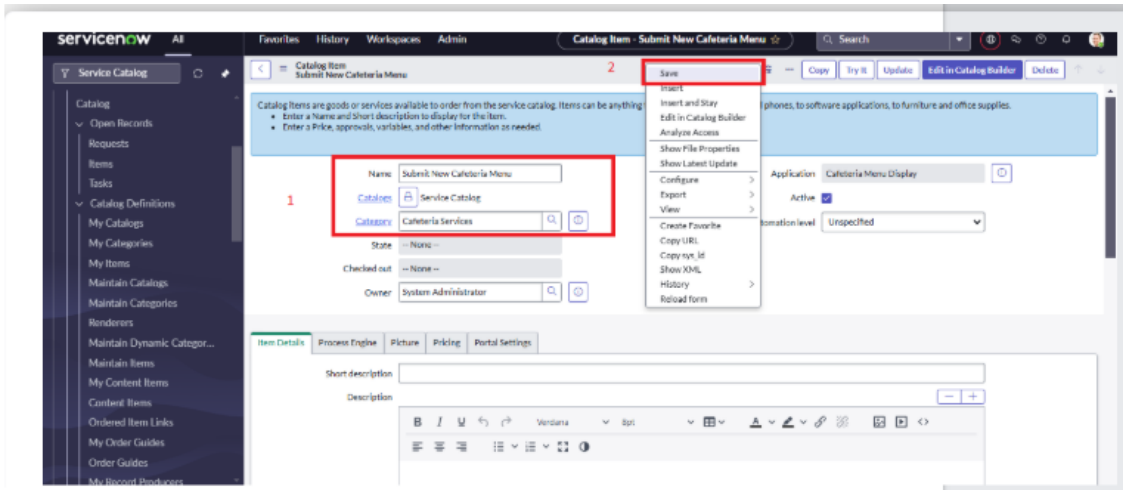
Variables

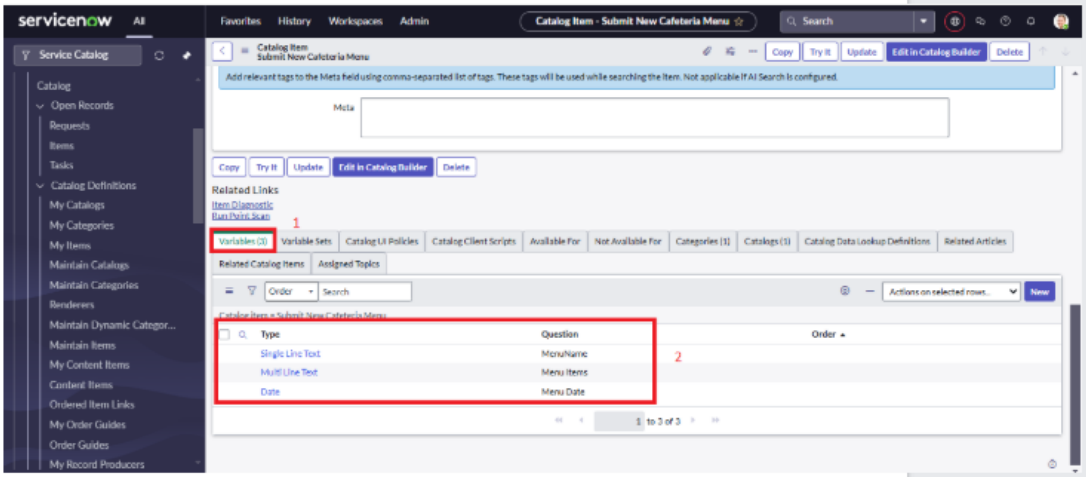
Menu Name (Single Line Text)

Menu Date (Date)

Menu Items (Multi-line Text)




servicenow
All
Favorites
History
Workspaces
Admin
Catalog Item - Submit New Cafeteria Menu
Search
Service Catalog
Catalog Item
Submit New Cafeteria Menu
Copy
Try It
Update
Edit in Catalog Builder
Delete
Catalog
Open Records
Requests
Items
Tasks
Catalog Definitions
My Catalogs
My Categories
My Items
Maintain Catalogs
Maintain Categories
Renderers
Maintain Dynamic Categor...
Maintain Items
My Content Items
Content Items
Ordered Item Links
My Order Guides
Order Guides
Catalog Items are goods or services available to order from the service catalog. Items can be anything
Enter a Name and Short description to display for the item.
Enter a Price, approvals, variables, and other information as needed.
phones, to software applications, to furniture and office supplies.
1
2
Name
Submit New Cafeteria Menu
Catalogs
Service Catalog
Category
Cafeteria Services
State
-- None --
Checked out
-- None --
Owner
System Administrator
Application
Cafeteria Menu Display
Active
Unspecified
Save
Insert
Insert and Stay
Edit in Catalog Builder
Analyze Access
Show File Properties
Show Latest Update
Configure
Export
View
Create Favorite
Copy URL
Copy sys_id
Show XML
History
Reload form
Item Details
Process Engine
Picture
Pricing
Portal Settings
Short description
Description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Catalog Item - Submit New Cafeteria Menu
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Copy
Try It
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Edit in Catalog Builder
Delete
Catalog
Open Records
Requests
Items
Tasks
Catalog Definitions
My Catalogs
My Categories
My Items
Maintain Catalogs
Maintain Categories
Renderers
Maintain Dynamic Categor...
Maintain Items
My Content Items
Content Items
Ordered Item Links
My Order Guides
Order Guides
My Record Producers
Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.
Meta
Related Links
Item Diagnostic
Run Point Scan
1
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
Type
Question
Order
Single Line Text
Menu Name
Multi Line Text
Menu Items
Date
Menu Date
2
1 to 3 of 3

Milestone-5: Reports

Purpose

To analyze and visualize cafeteria menu data.

Uses

Helps track menu trends.Provides insights through grouped data. Supports decision-making and planning

Configuration

Report Name: Cafeteria Report

Type: List

Table: Cafeteria Menu

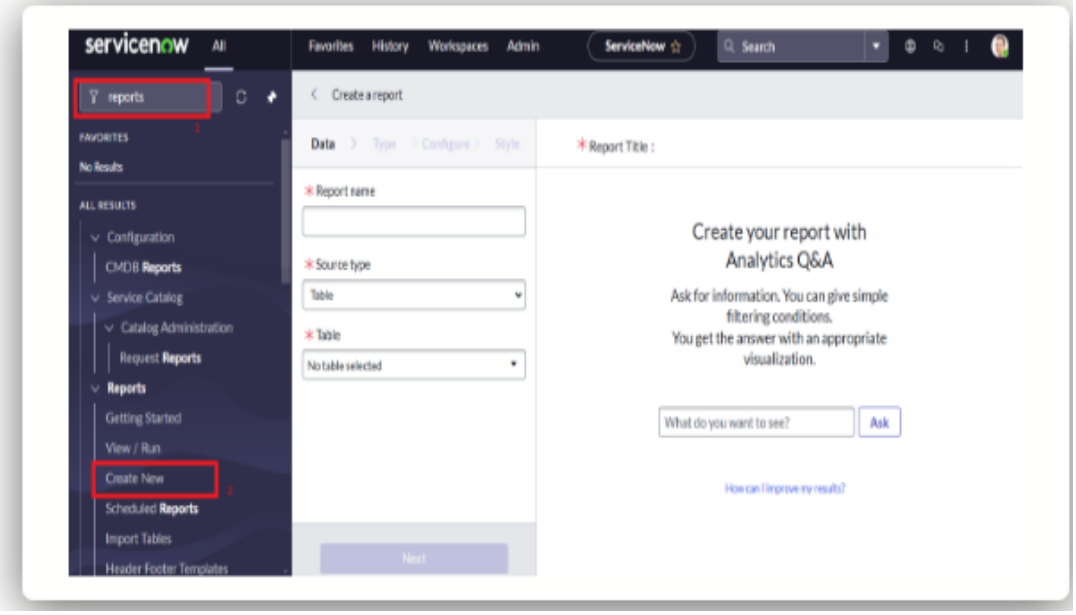
Group By: Menu Date

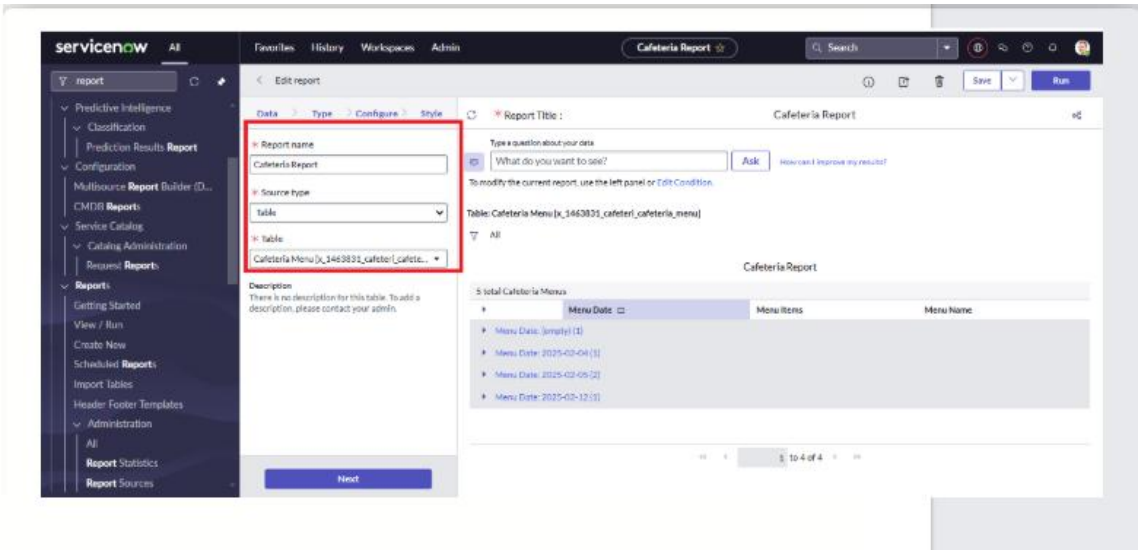
Columns

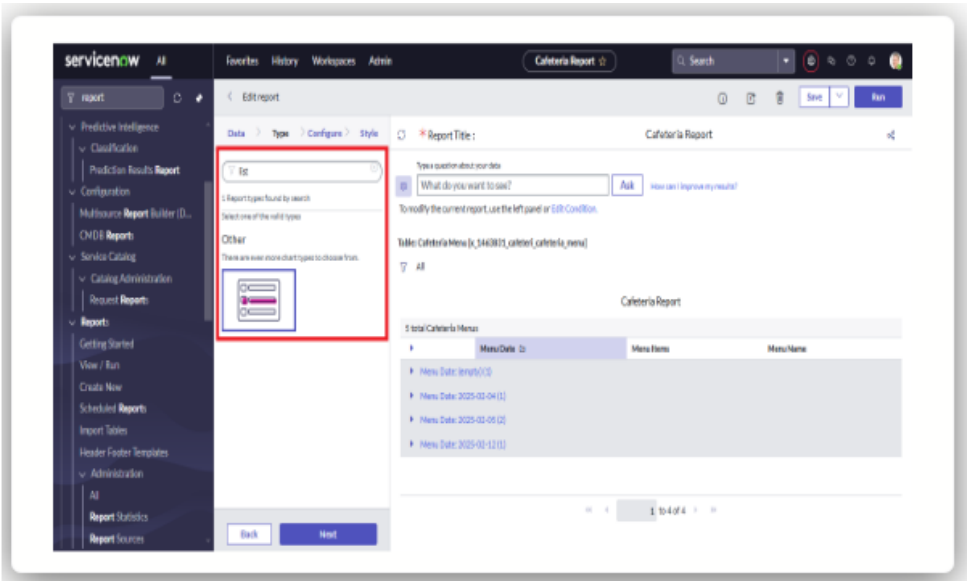
Menu Date

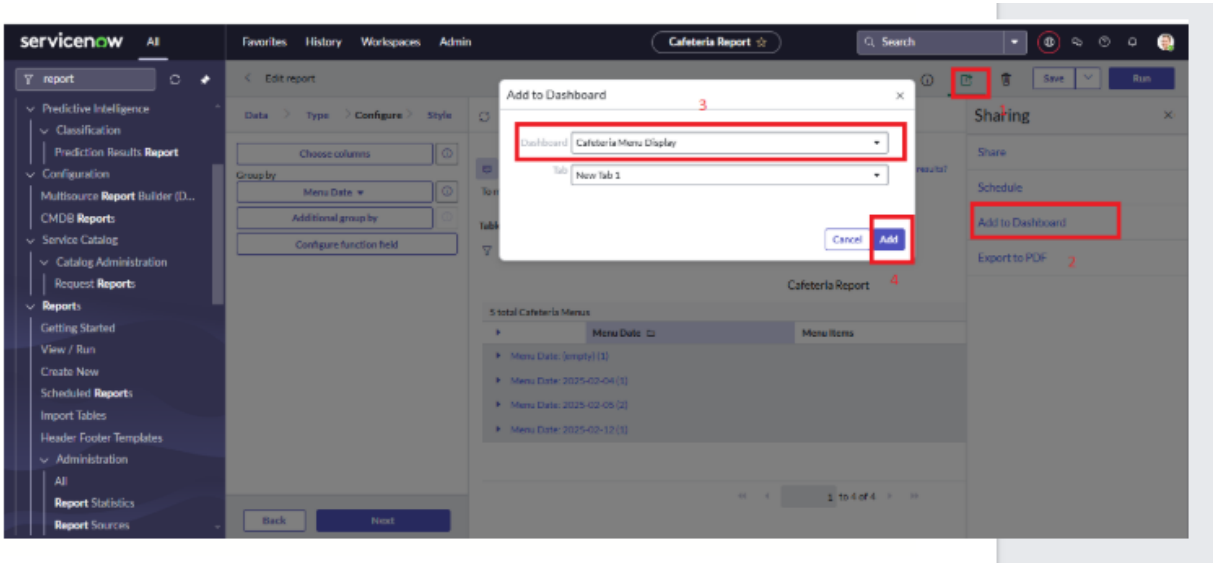
Menu Items

Menu Name









Milestone-6: UI Action

Purpose

To provide a quick action button to publish cafeteria menus.

Uses

Automates status updates. Reduces manual effort. Improves workflow efficiency

Details

Name: Mark as Published

Condition: Status ≠ Published

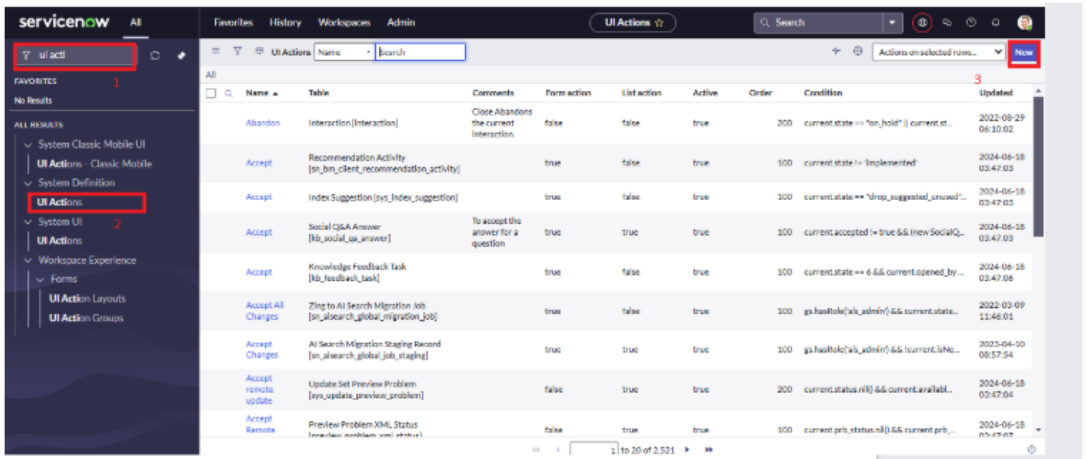
Script

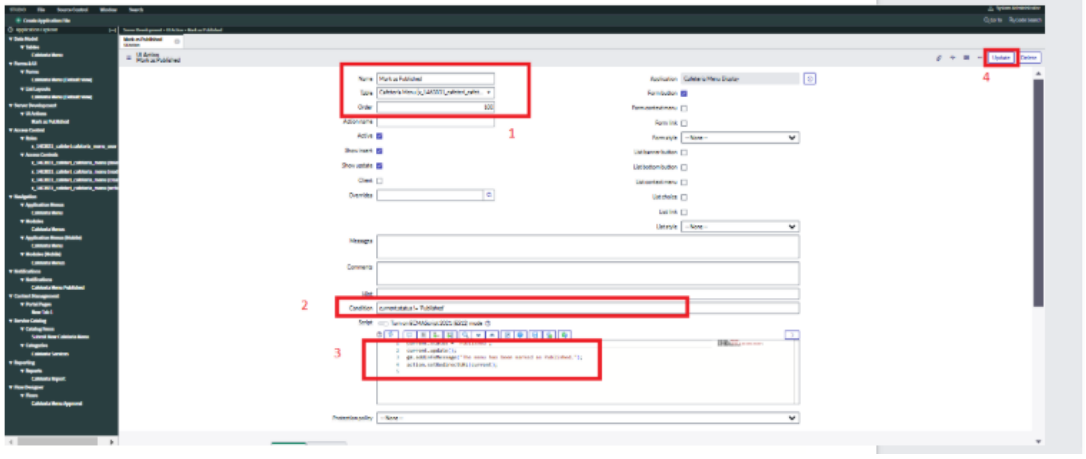
current.status = 'Published';

current.update();

gs.addInfoMessage("Menu has been marked as Published");

action.setRedirectURL(current);





Milestone-7: Testing

Purpose

To verify that all functionalities of the system work correctly.

Uses

Ensures system reliability. Identifies and fixes errors.Validates user workflows

Testing Service Catalog

Open Service Catalog

Click Try It

Enter menu details

Click Order Now

Testing UI Action

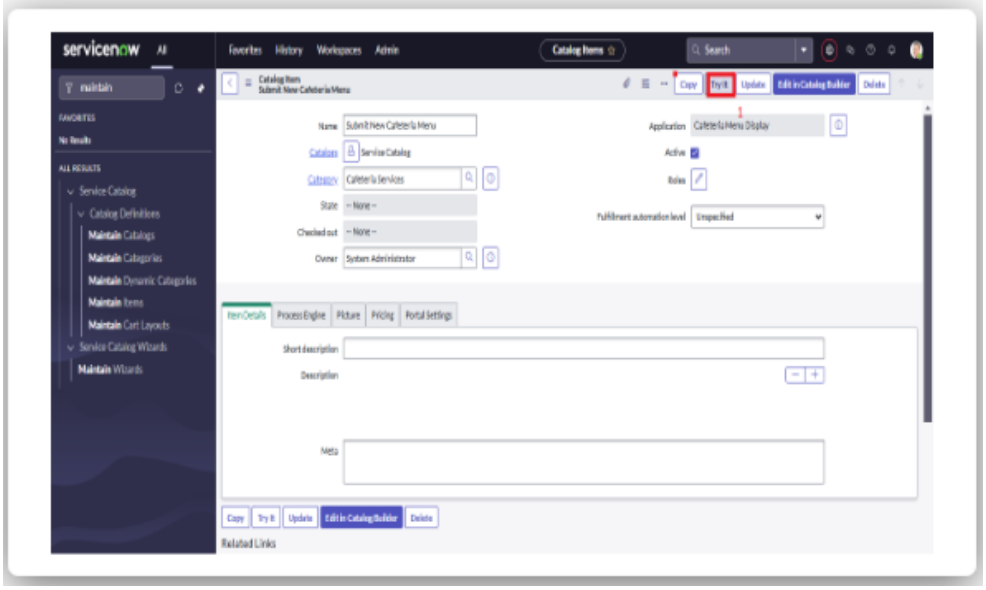
Open Cafeteria Menu Table

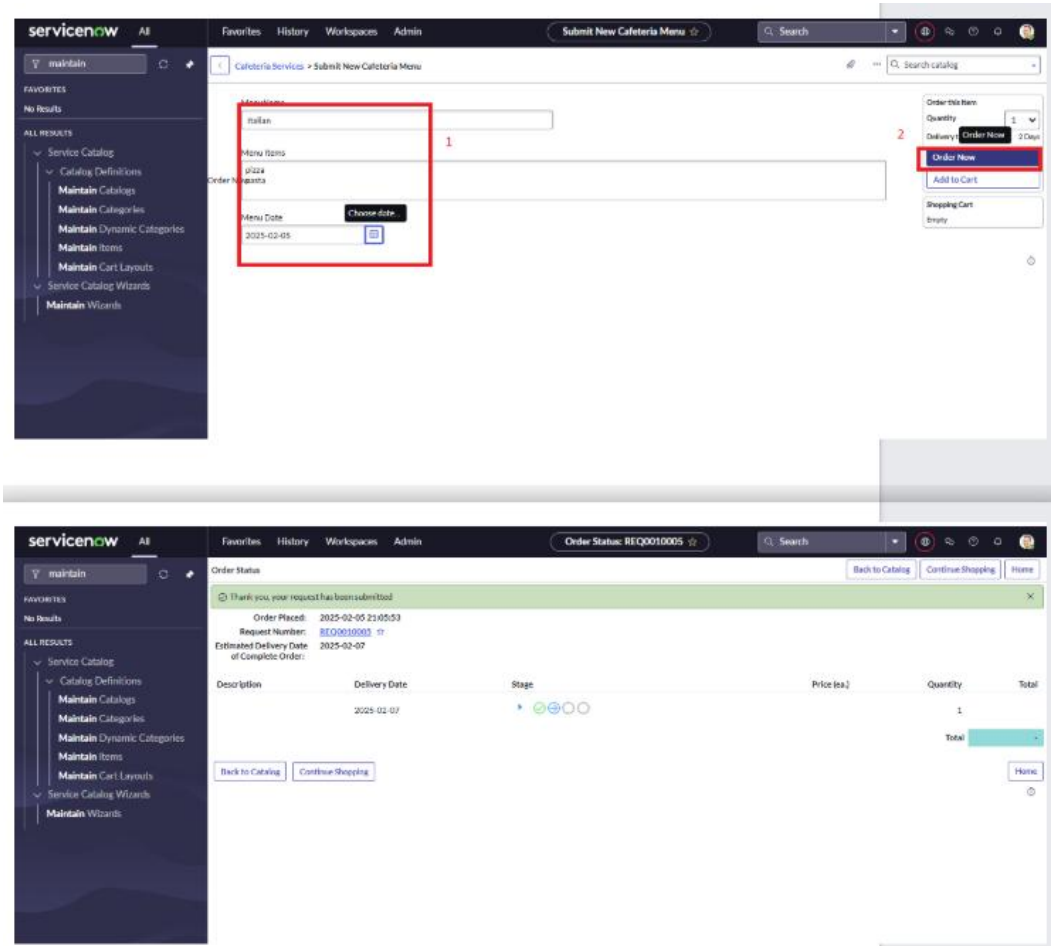
Click New

Enter details

Click Mark as Published

Status should change to 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.