

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.

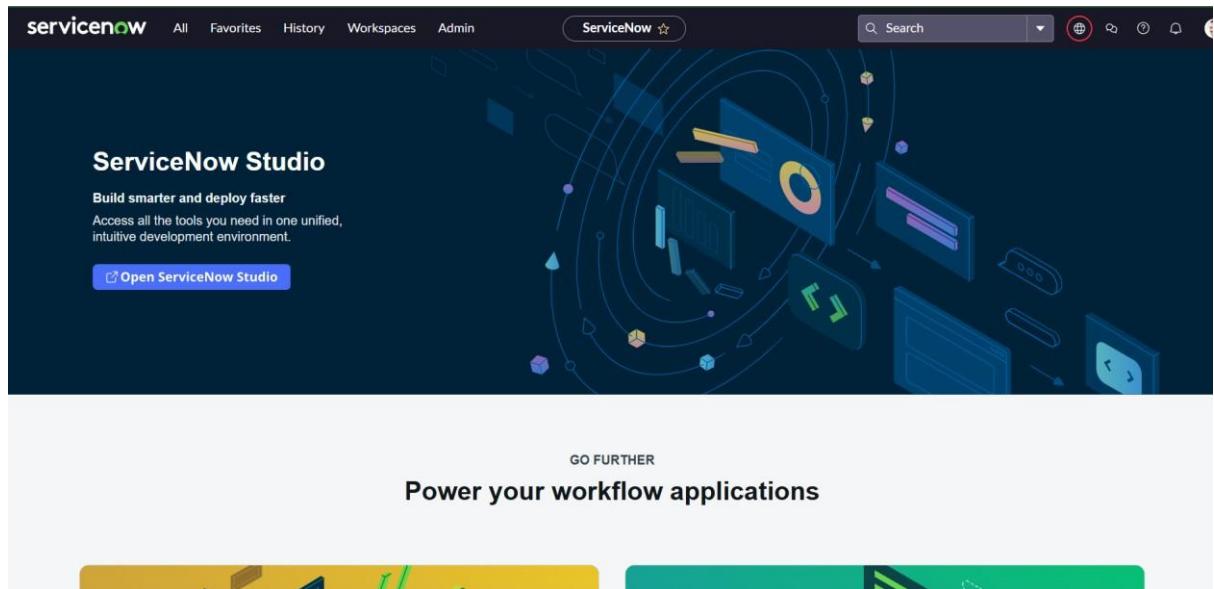
Skills:

- ⊕ 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

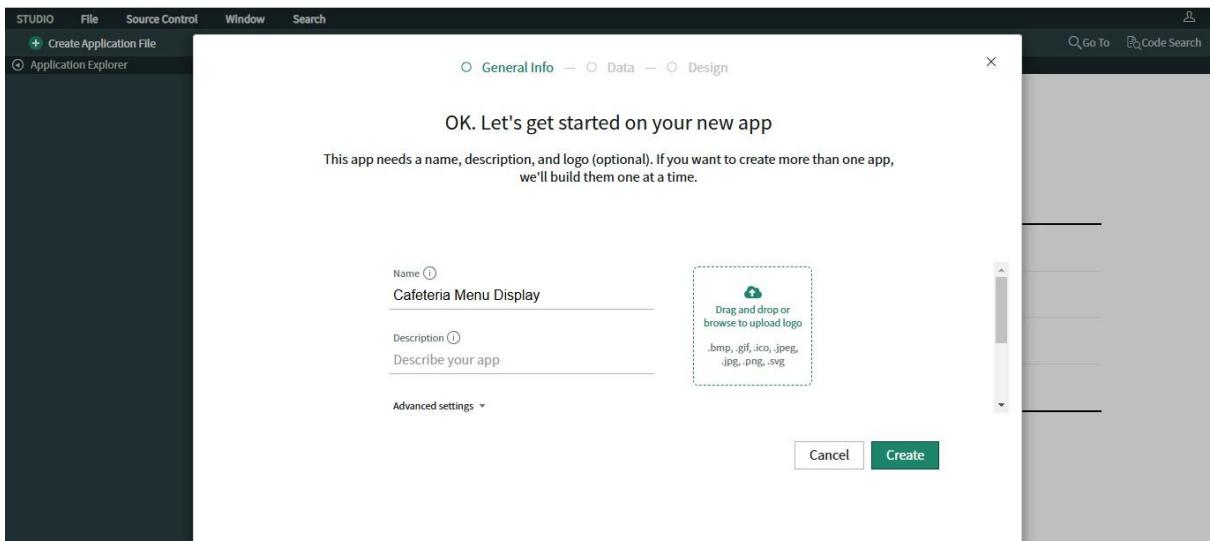
TASK INITIATION

Module 1: Creating a Studio



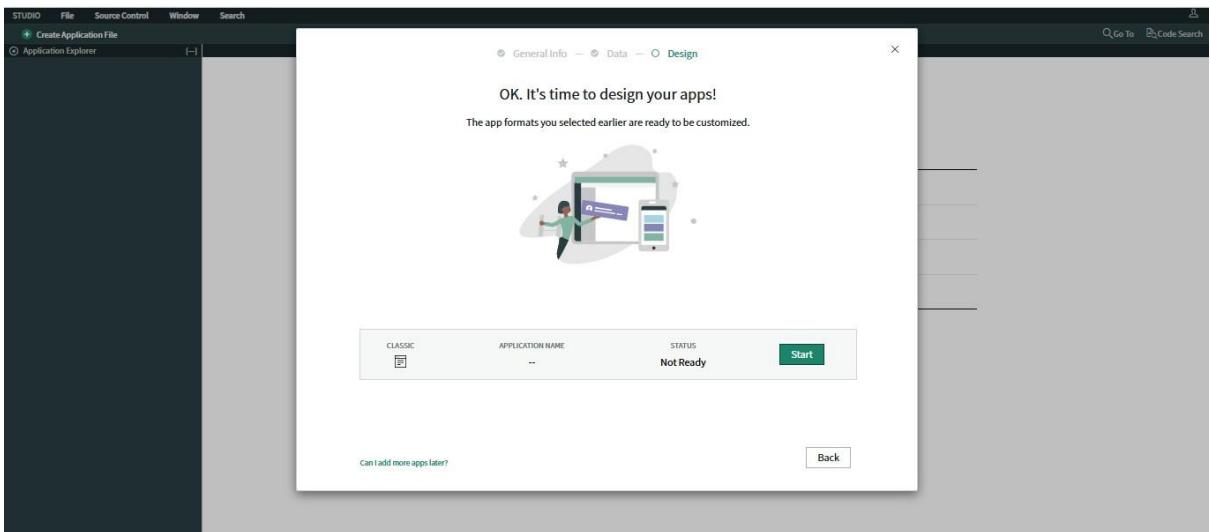
Step 1 :

Click on create new ⑦Fill in the details as: Name : Cafeteria Menu Display ⑦Click on create ⑦Click on continue ⑦And 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 interface for creating a new application named 'Cafeteria Menu Display'. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Table - Cafeteria Menu'. The application name is 'Cafeteria Menu Display'.

Field Definitions:

- * Label: Cafeteria Menu (highlighted with a red box)
- * Name: x_1463831_cafeteria_menu (highlighted with a red box)
- Application: Cafeteria Menu Display (highlighted with a red box)
- Order: (empty)

Dictionary Entries:

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

Red numbers 1 through 4 are placed over specific fields in the dictionary entries table: 1 over 'Label', 2 over 'Menu Date', 3 over 'Status', and 4 over 'Menu Items'.

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 interface for managing catalog items. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Catalog Items'. The 'Actions on selected rows...' button is highlighted with a red box.

Catalog Definitions:

- 1: Service Catalog
- 2: Catalog Definitions
- 3: Maintain Items

Catalog Items Table:

| 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 Retina | Privacy Filter | true | | Service Catalog | Peripherals | \$42.23 | Item | 2022-11-20 20:46:33 |
| 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 |

Red numbers 1 through 4 are placed over specific elements in the left sidebar and table: 1 over 'Service Catalog', 2 over 'Catalog Definitions', 3 over 'Maintain Items', and 4 over the 'New' button in the top right corner.

Step 2 :

Fill in the details

Name : Submit new cafeteria menu

Catalog : Service catalog

Category : cafeteria services

Click on save

The screenshot shows the ServiceNow interface for creating a new catalog item. The left sidebar is titled 'Service Catalog' and lists various catalog-related options. The main area is titled 'Catalog Item - Submit New Cafeteria Menu'. The 'Name' field is populated with 'Submit New Cafeteria Menu'. The 'Catalog' dropdown is set to 'Service Catalog'. The 'Category' dropdown is set to 'Cafeteria Services'. A red box highlights both the 'Name' and 'Category' fields. In the top right corner, a context menu is open over the 'Save' button, which is also highlighted with a red box. Other options in the menu include 'Insert', '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', and 'Reload form'. The status bar at the bottom indicates 'Unspecified' for the automation level.

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

The screenshot shows the 'Create a report' interface. On the left, a sidebar lists categories like Configuration, CMDB Reports, Service Catalog, Catalog Administration, Request Reports, Reports, and Scheduled Reports. The 'Create New' button under 'Reports' is highlighted with a red box. The main panel has tabs for Data, Type, Configure, and Style. It prompts for a Report Title and asks for a Report name, Source type (set to Table), and Table (set to 'No table selected'). To the right, there's a Q&A section with a text input field 'What do you want to see?' and a button 'Ask'.

Step 2:

Fill the details:

Report Name : Cafeteria Report

Source Type : Table

Table : Cafeteria menu

The screenshot shows the ServiceNow report builder interface. On the left sidebar, under 'Reports', 'Scheduled Reports' is selected. In the main area, the 'Type' configuration step is shown. A red box highlights the 'Source type' dropdown set to 'Table' and the 'Table' selection below it. The 'Report name' is 'Cafeteria Report'. The 'Report Title' is 'Cafeteria Report'. The 'Table' section shows 'Cafeteria Menu [x_1463831_cafeteri_cafeteria_menu]'. The preview pane shows a table with columns 'Menu Date', 'Menu Items', and 'Menu Name', containing four rows of data. The bottom right corner of the preview pane has a '1 to 4 of 4' indicator.

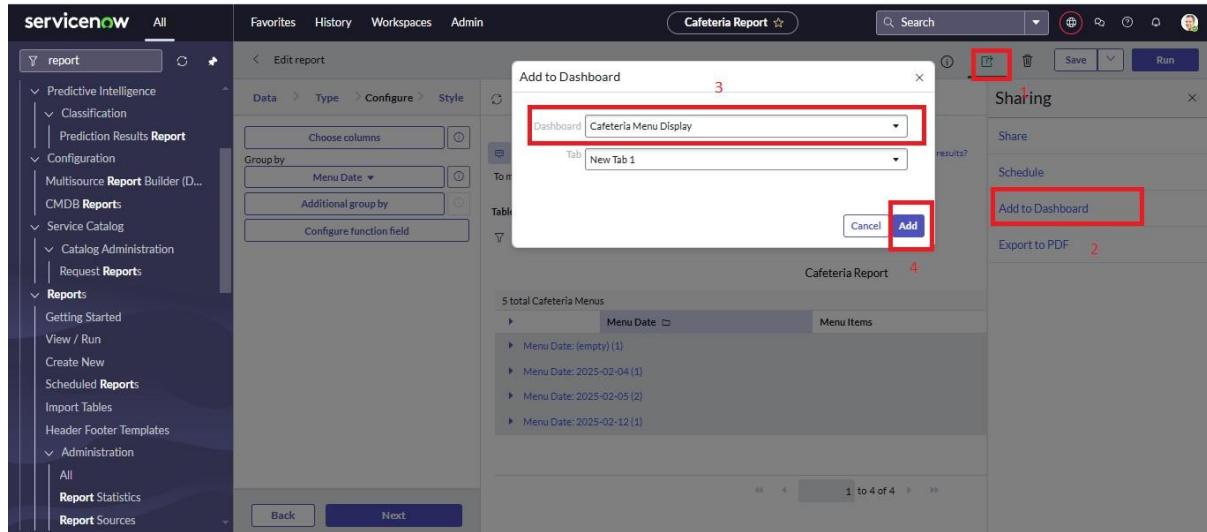
Step 3 :

Type : List

The screenshot shows the ServiceNow report builder interface. The left sidebar shows 'Scheduled Reports' selected under 'Reports'. In the main area, the 'Type' configuration step is shown. A red box highlights the 'list' icon in the 'Report types found by search' section. The 'Report name' is 'Cafeteria Report', 'Report Title' is 'Cafeteria Report', and the 'Table' section shows 'Cafeteria Menu [x_1463831_cafeteri_cafeteria_menu]'. The preview pane is identical to the previous screenshot, showing a table with three columns and four rows of data.

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

| | Name | Table | Comments | Form action | List action | Active | Order | Condition | Updated |
|--|----------------------|---|---|-------------|-------------|--------|-------|--|---------------------|
| | Abandon | Interaction [interaction] | Close Abandons the current interaction. | false | false | true | 200 | current.state == "on_hold" currentst... | 2022-08-29 06:10:02 |
| | Accept | Recommendation Activity [sn_bm_client_recommendation_activity] | | true | false | true | 100 | current.state != "implemented" | 2024-06-18 03:47:03 |
| | Accept | Index Suggestion [sys_index_suggestion] | | true | false | true | 100 | current.state == "drop_suggested_unused" | 2024-06-18 03:47:03 |
| | Accept | Social Q&A Answer [kb_social_qa_answer] | To accept the answer for a question | true | true | true | 100 | current.accepted != true && (new SocialQ... | 2024-06-18 03:47:03 |
| | Accept | Knowledge Feedback Task [kb_feedback_task] | | true | false | true | 100 | current.state == 6 && current.opened_by ... | 2024-06-18 03:47:06 |
| | Accept All Changes | Zing to AI Search Migration Job [sn_aisearch_global_migration_job] | | true | false | true | 100 | gs.hasRole('als_admin') && current.state... | 2022-03-09 11:46:01 |
| | Accept Changes | AI Search Migration Staging Record [sn_aisearch_global_job_staging] | | true | true | true | 100 | gs.hasRole('als_admin') && !current.isNe... | 2023-04-10 08:57:54 |
| | Accept remote update | Update Set Preview Problem [sys_update_preview_problem] | | false | true | true | 200 | current.status.nil() && current.available... | 2024-06-18 03:47:04 |
| | Accept Remote | Preview Problem XML Status [sn_prb_preview_xml_status] | | false | true | true | 100 | current.prb_status.nil() && current.prb... | 2024-06-18 03:47:07 |

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';

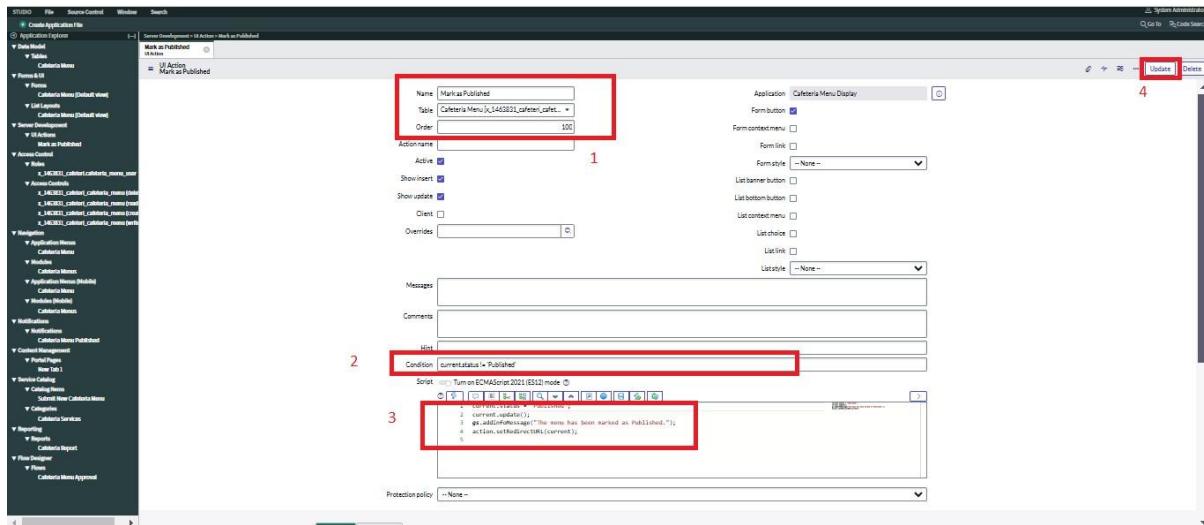
current.update();           gs.addInfoMessage("Menu

has been marked as Published")

action.setRedirectURL(current);
```

2. Check the form button box

3. Click on save

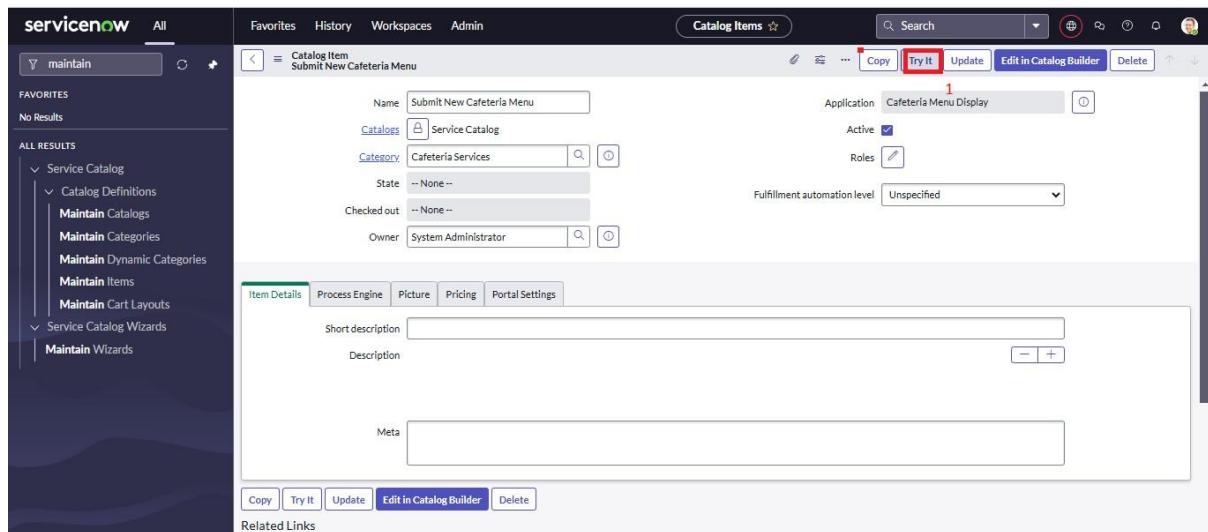


Module 6 :Testing

A) Testing Service Catalog:

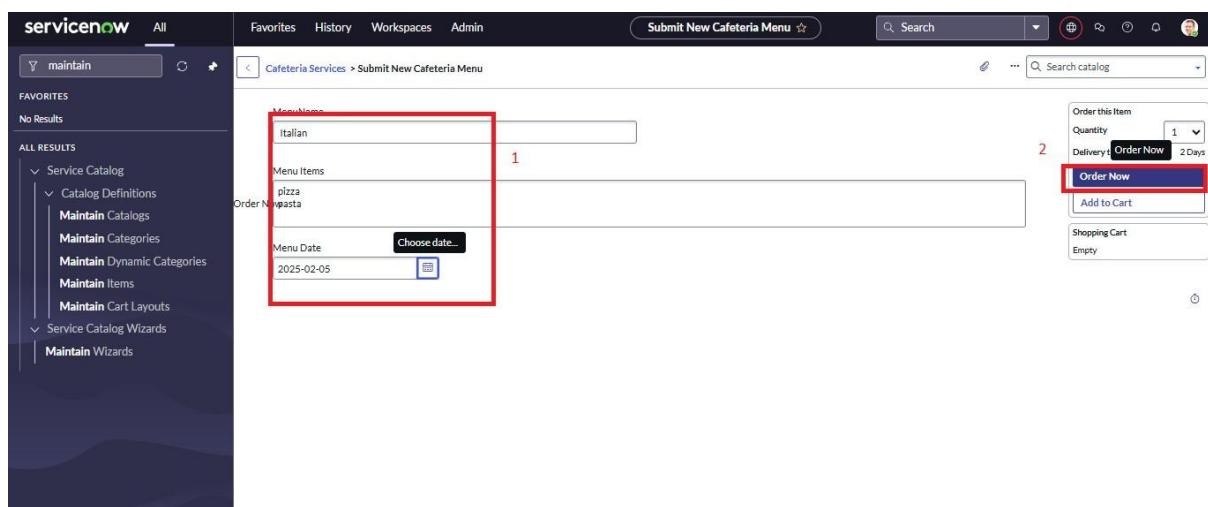
Step 1:

1. Open service catalog
2. Click on try it



Step 2 :

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



Step 3 :

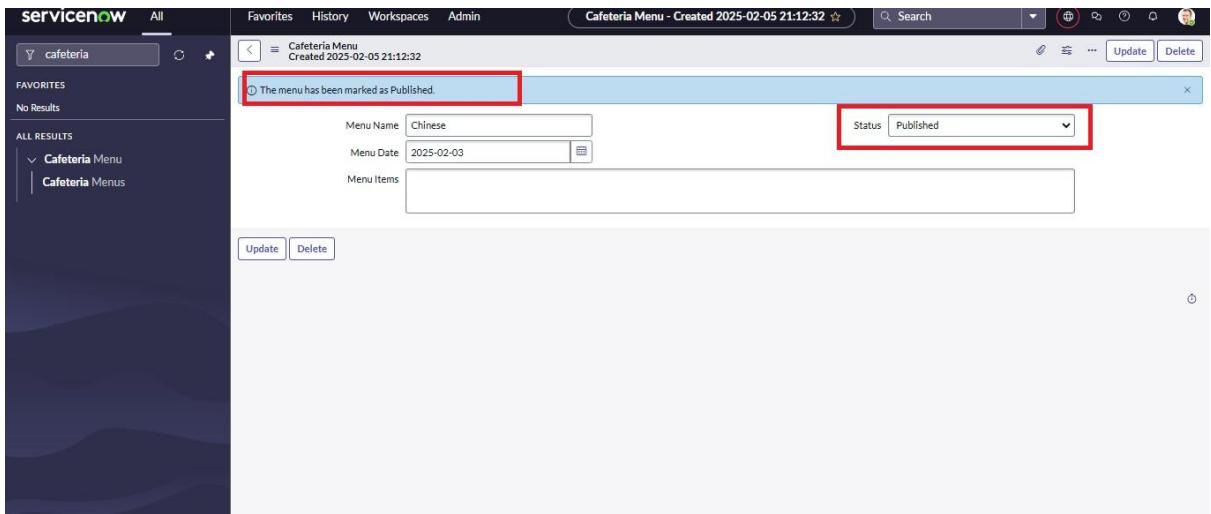
Click on order now

The screenshot shows the ServiceNow Order Status page. At the top, it displays "Order Status: REQ0010005". Below this, a green banner says "Thank you, your request has been submitted". The main content area shows a summary of the order: "Order Placed: 2025-02-05 21:05:53", "Request Number: REQ0010005", and "Estimated Delivery Date of Complete Order: 2025-02-07". A table provides detailed information about the item: Description (N/A), Delivery Date (2025-02-07), Stage (green circle), Price (ea.) (1), Quantity (1), and Total (1). Navigation buttons include "Back to Catalog", "Continue Shopping", and "Home".

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

The screenshot shows the ServiceNow Cafeteria Menu - Create page. The title bar says "Cafeteria Menu - Create Created". The form has fields for "Menu Name" (Chinese), "Menu Date" (2025-02-03), and "Menu Items" (Noodle maggi). A red box highlights the "Menu Name" and "Menu Date" fields. The "Status" dropdown is set to "-- None --". At the bottom, there are "Submit" and "Mark as Published" buttons, with "Mark as Published" also highlighted by a red box.



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.