Service Now

Project Documentation format

1. Introduction

a) Project Title: Cafeteria Menu Display

b) Team ID: LTVIP2026TMIDS42497

Team Members: 03

Team Leader: P V Sudharsan Kumar

Team Member: Shaik Mohammed Sameer

Team Member: Kolli Sumana

2. Project Overview Purpose:

The purpose of the Cafeteria Menu Display Portal is to automate and simplify cafeteria menu management using ServiceNow. It helps administrators create, update, and publish menus efficiently while allowing employees to access real-time menu information.

Features:

• Menu creation and management

• Publish menu using UI Action

• Service catalog request system

• Report generation

• Dashboard integration

• Real-time menu display

• Status tracking (Draft / Published)

• Testing and validation

3. Architecture

Frontend:

ServiceNow forms and portal interface used for user interaction.

• **Backend:**

ServiceNow business logic, UI actions, and workflows handle processing.

• **Database:**

ServiceNow tables store menu data (Cafeteria Menu table). **4.**

Setup Instructions

Prerequisites:

• ServiceNow instance access • Basic knowledge of ServiceNow

Installation / Setup:

• Login to ServiceNow
• Open Studio / App Engine Studio
• Create application “Cafeteria Menu Display”
• Create table and fields
• Configure Service Catalog
• Create UI Action
• Create Report and Dashboard

5. Folder Structure

- Studio Application
- Tables (Cafeteria Menu)
- Service Catalog
- Report
- UI Actions
- Testing

6. Running the Application

• Open ServiceNow instance
• Navigate to Cafeteria Menu module
• Create and manage menus
• Use Service Catalog for requests
• View reports in dashboard

7. API Documentation

Not applicable (ServiceNow uses built-in platform features instead of external APIs)

8. Authentication

• ServiceNow role-based access control
• Admin can create/update/publish menus
• Users can view menus and submit requests **9.**

User Interface

Admin Interface:
• Create and update menus
• Publish menus

• **User Interface:**
• View menu
• Submit requests via Service Catalog

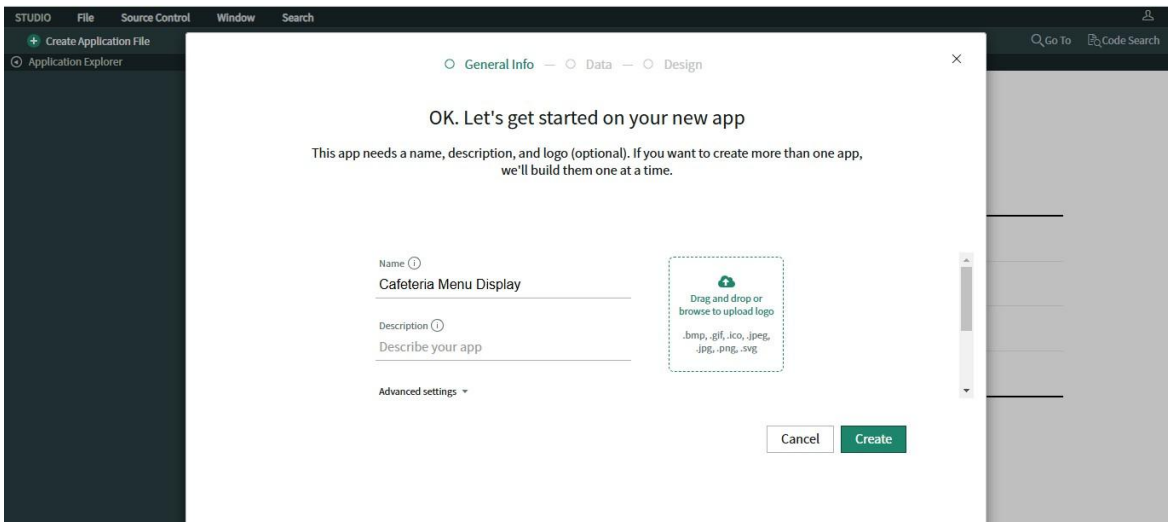
10. Testing

Service Catalog Testing:
• Submit menu request • Verify request submission

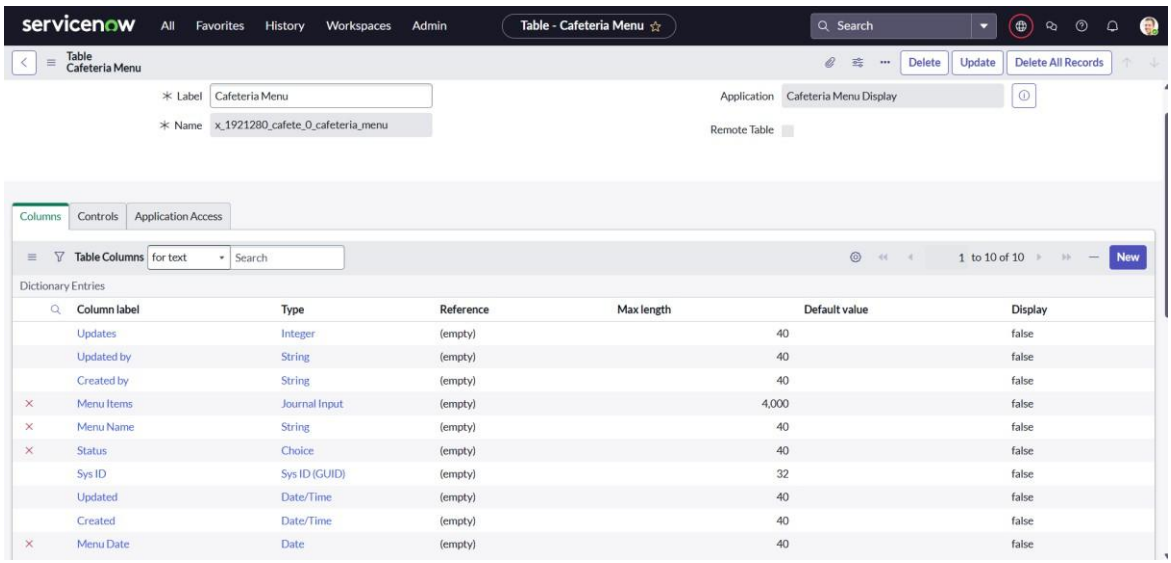
UI Action Testing:
• Create new menu
• Click “Mark as Published”
• Verify status changes to Published

11. Screenshots or Demo

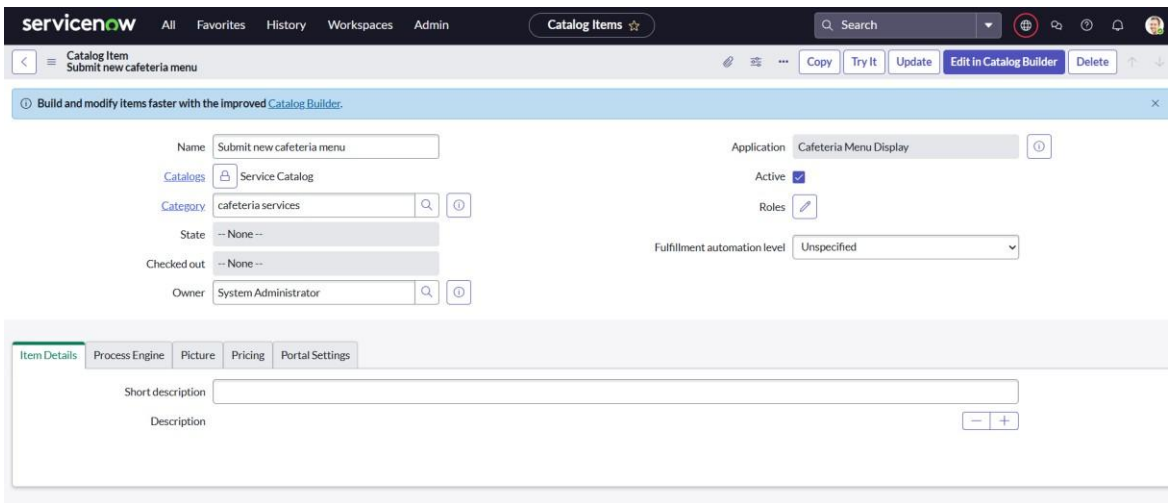
a)Create Studio

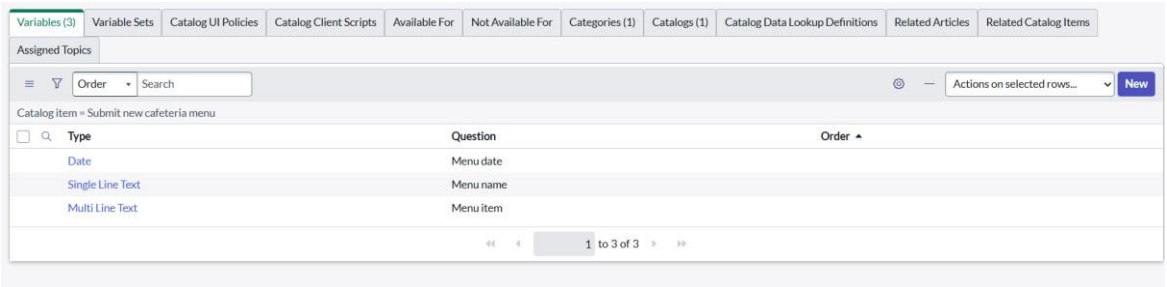


b) Table

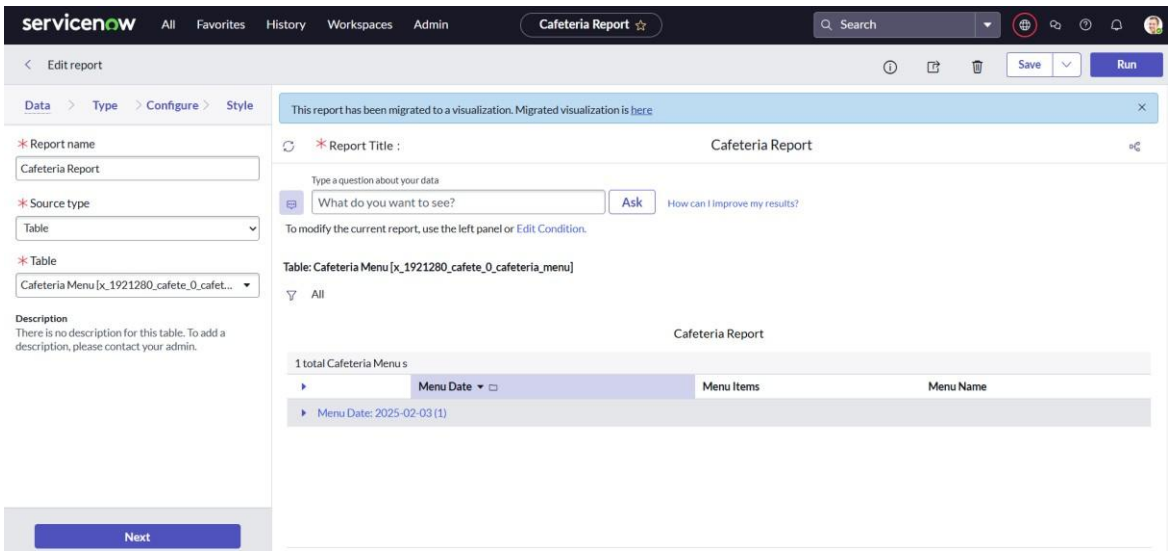


c) Service Catalog

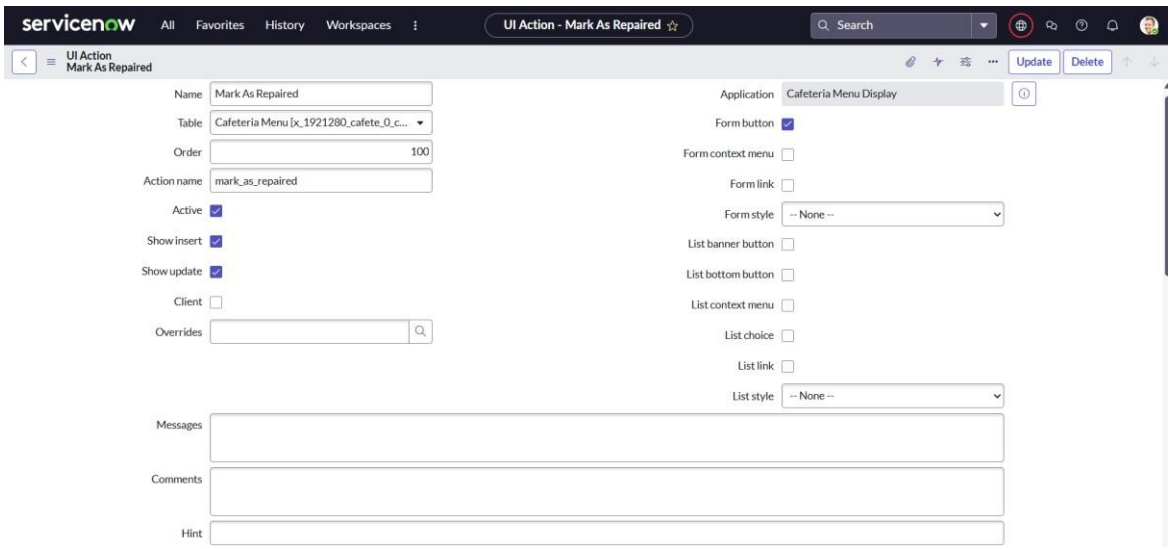


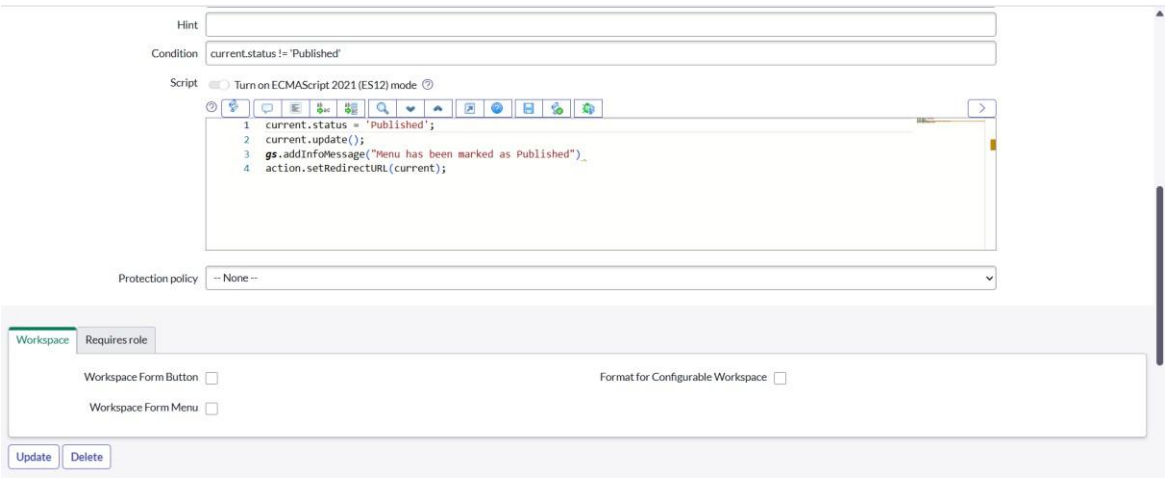


d)Report



e) UI Action

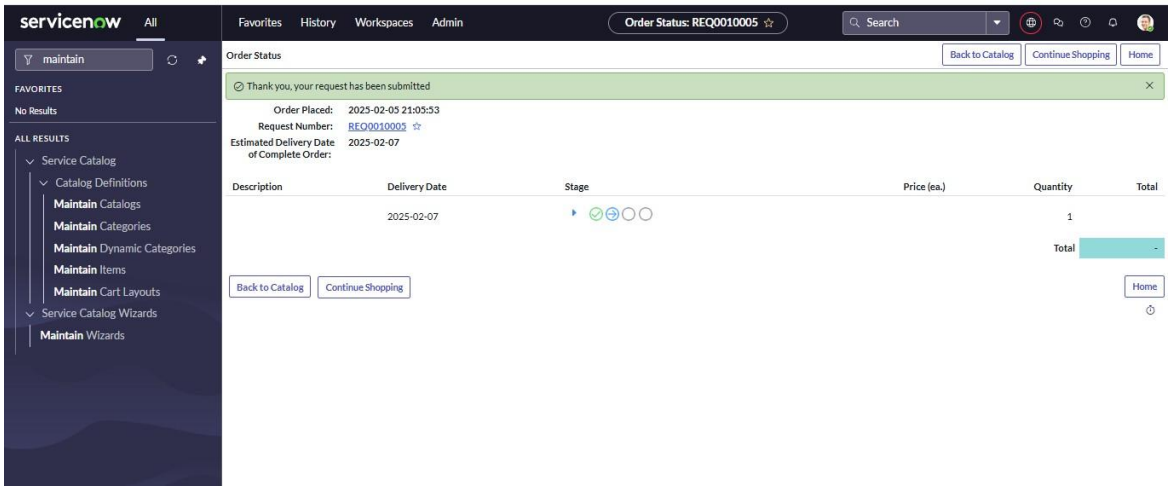




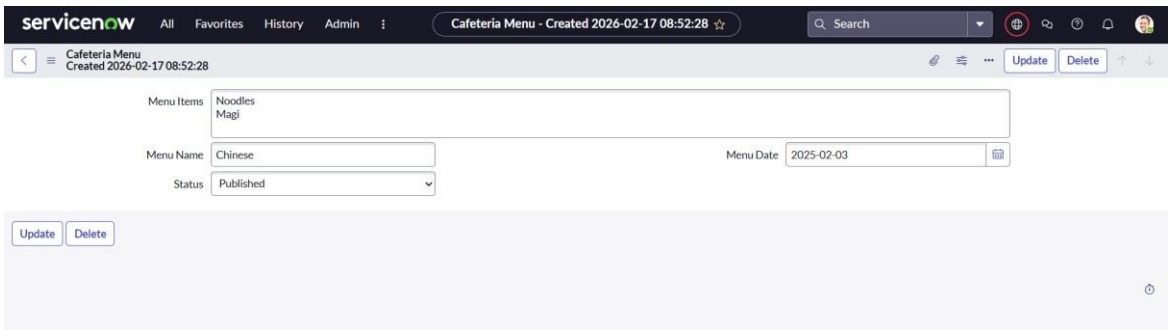
f)

Testing:

- **Testing Service Catalog**



- **Testing UI Action**



12. Known Issues

- Role-based access may restrict some features
- Dashboard visibility depends on permissions
- Minor delays in updating records

13. Future Enhancements

- Mobile application support
- Notification system for menu updates
- Feedback and rating system
- AI-based meal suggestions
- Integration with payment systems