

Project Report

1. Introduction

Project : Cafeteria Menu Display Using ServiceNow

a) Project Overview

The Cafeteria Menu Display Portal is a ServiceNow-based application developed to simplify and automate the process of managing cafeteria menus within an organization. Traditionally, cafeteria menus are managed manually, which can lead to errors, miscommunication, and lack of real-time updates. This project solves those issues by providing a centralized digital platform. The system allows administrators to create, update, and manage daily or weekly menus using a custom table in ServiceNow. With the help of a UI Action (Mark as Published), menus can be officially published, ensuring that only finalized and approved menus are visible to users. This improves accuracy and avoids confusion.

The application also integrates with the Service Catalog, where employees can submit requests related to menu updates. Additionally, reports are generated to track menu data, and dashboards provide a quick overview for better monitoring and decision-making.

Overall, the project improves efficiency by reducing manual work, ensures real-time access to menu information, and enhances the overall cafeteria experience for employees.

b) Purpose:

The purpose of the Cafeteria Menu Display Portal is to automate and simplify the management of cafeteria menus using ServiceNow. In many organizations, menu information is handled manually, which can lead to errors, delays, and lack of proper communication.

This project provides a centralized system where administrators can easily create, update, and publish menus. The publish functionality (UI Action) ensures that only approved menus are visible to employees, improving accuracy and reliability.

It also allows employees to view menus in real time and submit requests through the Service Catalog, making the system interactive and user-friendly. By integrating reporting and dashboard features, the project helps in tracking menu data and improving decision-making.

Overall, the purpose is to reduce manual effort, improve efficiency, ensure real-time access to menu information, and enhance the overall cafeteria experience.

2. Ideation Phase

a) 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 real-time 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.

b) Challenges:

- Initial setup and configuration may require technical expertise.
- Customization of forms and workflows can be time-consuming.
- Ensuring accurate real-time data updates is critical.
- Integration with existing employee systems may be complex.
- Training staff to use the system effectively.

c) Objectives:

- Digitize and centralize cafeteria menu management.
- Provide real-time access to daily and weekly menus.
- Implement automated approval workflows before publishing menus.
- Maintain historical menu records for future reference.
- Reduce manual effort and minimize scheduling errors.
- Improve employee engagement and dining experience.
- Ensure secure and structured data management.

3. Requirement Analysis

Solution Requirement

a. Functional Requirements

FR No	Functional Requirement	Sub Requirement
FR -1	Setting Up ServiceNow Instance	Setting up a ServiceNow instance involves creating a personal developer account on the ServiceNow Developer site and requesting a free cloud-based instance.

FR -2	Menu Management	The system must allow administrators to create, update, and publish daily and weekly cafeteria menus efficiently.
FR -3	Automated Scheduling	The platform must automate menu scheduling and maintain a historical record for future reference.
FR -4	Real-time Access	Employees must have real-time access to meal options, dietary info, and special offerings.
FR -5	Approval Workflow	The system must streamline the approval process for new menus to ensure accuracy before publication.
FR -6	Search and Filter	Employees must be able to easily view and filter upcoming meals and dietary categories.

b. Non-Functional Requirements

NFR No	Non-Functional Requirements	Description
NFR -1	Usability	The interface must be user-friendly to reduce the administrative burden and enhance employee engagement.
NFR-2	Security	Ensure secure digital transformation by restricting menu editing capabilities to authorized administrators only.
NFR-3	Performance	The portal should provide real-time data updates with minimal latency during peak cafeteria hours.
NFR-4	Scalability	The architecture must adapt to growing institutional needs, from small offices to large multi-campus organizations.