

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:

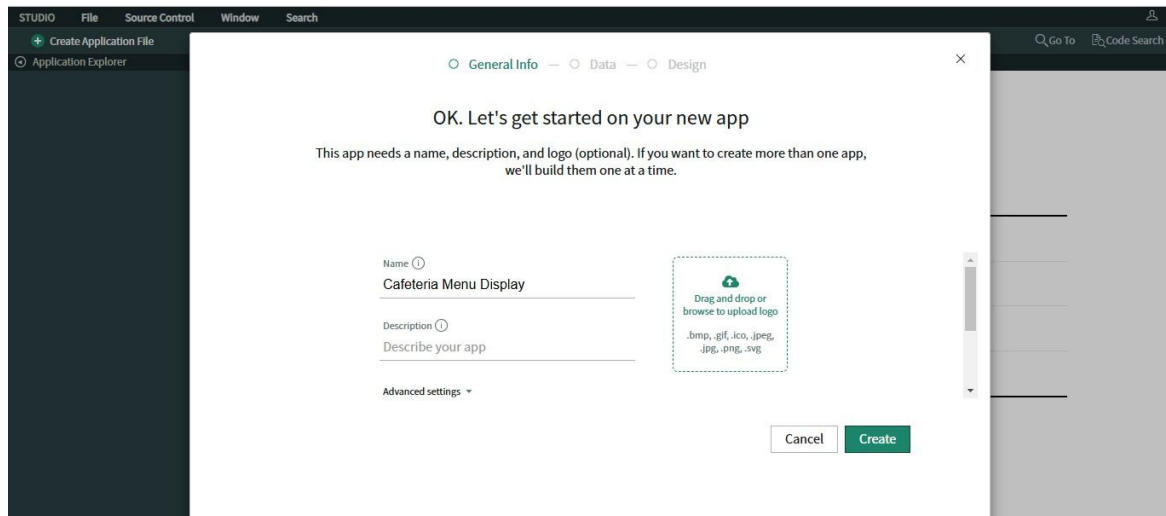
- Submit menu request • Verify request submission

UI Action Testing:

- Create new menu
- Click “Mark as Published”
- Verify status changes to Published

11. Screenshots or Demo

a)Create Studio



b) Table

servicenow All Favorites History Workspaces Admin Table - Cafeteria Menu

* Label Cafeteria Menu Application Cafeteria Menu Display

* Name x_1921280_cafete_0_cafeteria_menu Remote Table

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

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

c) Service Catalog

servicenow All Favorites History Workspaces Admin Catalog Items

Catalog Item Submit new cafeteria menu

Build and modify items faster with the improved Catalog Builder.

Name Submit new cafeteria menu Application Cafeteria Menu Display

Catalogs Service Catalog Active ☒

Category cafeteria services Roles

State -- None -- Fulfillment automation level Unspecified

Checked out -- None --

Owner System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

Hint

Condition

Script ☐ Turn on ECMAScript 2021 (ES12) mode

```

1 current.status = 'Published';
2 current.update();
3 gs.addInfoMessage("Menu has been marked as Published");
4 action.setRedirectURL(current);

```

Protection policy

Workspace ☒ Requires role ☐

Workspace Form Button ☐ Format for Configurable Workspace ☐

Workspace Form Menu ☐

f)

Testing:

- **Testing Service Catalog**

servicenow All Favorites History Workspaces Admin Order Status: REQ0010005

Order Status Back to Catalog Continue Shopping Home

Thank you, your request has been submitted

Order Placed: 2025-02-05 21:05:53
Request Number: [REQ0010001](#)
Estimated Delivery Date of Complete Order: 2025-02-07

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2025-02-07	▶ 🟢 🟡 🔴 ⚪		1	
Total					-

Back to Catalog Continue Shopping Home

Service Catalog

- Catalog Definitions
 - Maintain Catalogs
 - Maintain Categories
 - Maintain Dynamic Categories
 - Maintain Items
 - Maintain Cart Layouts
- Service Catalog Wizards
 - Maintain Wizards

- **Testing UI Action**

servicenow All Favorites History Admin Cafeteria Menu - Created 2026-02-17 08:52:28

Cafeteria Menu Created 2026-02-17 08:52:28 Update Delete

Menu Items

Menu Name Menu Date

Status

Update Delete

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