

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:

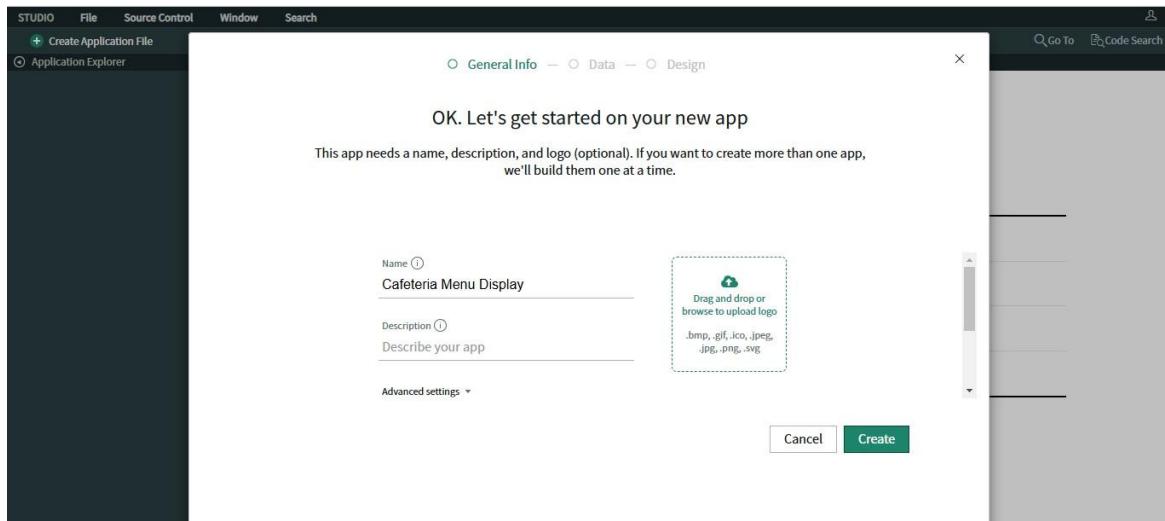
- Submit menu request
- Verify request submission

UI Action Testing:

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

11. Screenshots or Demo

a) Create Studio



b) Table

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

The screenshot shows a catalog item interface with the following details:

- Assigned Topics:** Catalog item = Submit new cafeteria menu
- Type:** Date, Single Line Text, Multi Line Text
- Question:** Menu date, Menu name, Menu item
- Order:** A dropdown menu with options like Order, Search, and Actions on selected rows.
- Buttons:** New, Save, Run.

d) Report

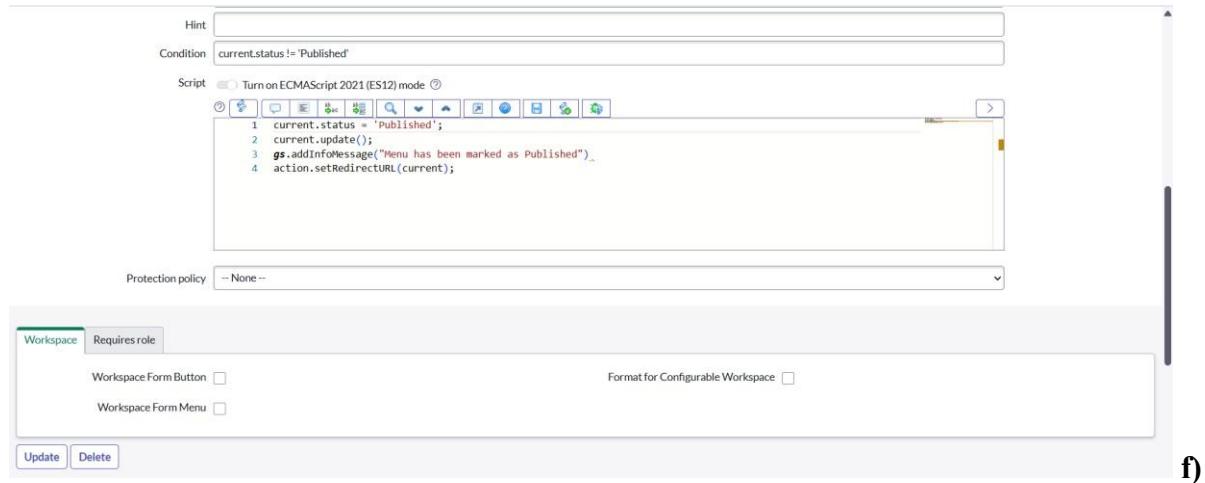
The screenshot shows the report configuration interface with the following details:

- Report Name:** Cafeteria Report
- Source type:** Table (Cafeteria Menu)
- Description:** There is no description for this table. To add a description, please contact your admin.
- Report Title:** Cafeteria Report
- Table:** Cafeteria Menu [x_1921280_cafete_0_cafeteria_menu]
- View:** All
- Preview:** Shows a table with 1 total Cafeteria Menu, columns: Menu Date, Menu Items, and Menu Name. One row is shown: Menu Date: 2025-02-03 (1).
- Buttons:** Save, Run, Next.

e) UI Action

The screenshot shows the UI Action configuration interface with the following details:

- Name:** Mark As Repaired
- Table:** Cafeteria Menu [x_1921280_cafete_0_cafeteria_menu]
- Order:** 100
- Action name:** mark_as_repaired
- Active:** checked
- Show insert:** checked
- Show update:** checked
- Client:** unchecked
- Overrides:** A search bar.
- Application:** Cafeteria Menu Display
- Form button:** checked
- Form context menu:** unchecked
- Form link:** unchecked
- Form style:** - None -
- List banner button:** unchecked
- List bottom button:** unchecked
- List context menu:** unchecked
- List choice:** unchecked
- List link:** unchecked
- List style:** - None -
- Messages:** A text area.
- Comments:** A text area.
- Hint:** A text area.
- Buttons:** Update, Delete.



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