

Cafeteria Menu Display System

Project Final Report

Project Title: Cafeteria Menu Display

Team ID: LTVIP2026TMIDS65602

Team Size : 3

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Project Duration: 2 Months Internship

Organization: SmartBridge

1. Introduction

2. IDEATION PHASE

2.1 Problem Statement

Employees often face difficulty accessing up-to-date cafeteria menus. Manual menu updates cause delays and inconsistencies. There is no centralized platform to view or manage meals, leading to a poor dining experience.

2.2 Empathy Map Canvas

Users need clarity, consistency, and easy access to meal information. Key insights:

- Thinks: Wants transparency in food offerings.
- Feels: Frustrated with outdated or missing menus. - Says: Asks colleagues or staff about today's meals.
- Does: Often skips meals due to lack of information.

2.3 Brainstorming

Ideas generated:

- Use of ServiceNow Service Portal
- Menu approval workflow

- Scheduled publishing
- Dietary tag system
- Weekly view and report generation
- Responsive UI design

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

1. Employee logs into Service Portal
2. Navigates to Cafeteria Menu
3. Views meals for the day/week
4. Admin logs into backend
5. Submits new menu via catalog
6. Publishes menu
7. Menu becomes visible

3.2 Solution Requirement

- Service Catalog for menu input
- UI Action to publish menu
- Reports for weekly summary
- Roles: Admin, Employee
- Dashboard integration

3.3 Data Flow Diagram

Employee/Admin → Service Portal → Table Record → UI Action/Reports → ServiceNow Database

3.4 Technology Stack

- Platform: ServiceNow
- Frontend: Service Portal (Bootstrap, Jelly)
- Backend: GlideRecord, Flow Designer
- Reports: Performance Analytics
- Access Control: Role-Based (Admin/Viewer)

4. PROJECT DESIGN

4.1 Problem Solution Fit

Problem: Lack of accessible cafeteria menu

Solution: Centralized, automated menu display portal

4.2 Proposed Solution

Design a ServiceNow app with:

- Custom table for menu data

- Catalog item for menu submission
- UI Action for publishing
- Dashboard with menu reports - Responsive portal interface

4.3 Solution Architecture

Data flows from form submissions to tables, processed by workflows/UI Actions, and finally displayed via dashboards or Service Portal. Reports summarize data for administrative review.

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Week 1: Requirement gathering & table creation

Week 2: Catalog setup & UI Action development

Week 3: Report and dashboard creation

Week 4: Testing, finalization, and documentation

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Tested scenarios include:

- Menu submission via catalog
- Publishing via UI Action
- Viewing reports
- Service Portal performance across devices

Results were positive with all operations responsive within 2 seconds.

7. RESULTS

7.1 Output Screenshots

The screenshot displays the 'Cafeteria Menu - Create' form in the ServiceNow interface. The form is titled 'Cafeteria Menu - Create Created' and includes a search bar. The main form area contains the following fields:

- Menu Name:** American
- Menu Items:** Hot Dogs, Sandwiches, Fries
- Menu Date:** 2026-02-18
- Status:** -- None --

At the bottom of the form, there are two buttons: 'Submit' and 'Mark As Published'.

dev314738.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3D9cae1d7...

Order Status: REQ0010004

Search

Back to CatalogContinue ShoppingHome

Thank you, your request has been submitted

Order Placed: 2026-02-18 22:33:07
Request Number: REQ0010004
Estimated Delivery Date of Complete Order: 2026-02-20

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
	2026-02-20	<div><div></div><div></div><div></div><div></div><div></div></div>		1	
					Total

Back to CatalogContinue ShoppingHome

dev314738.service-now.com/now/nav/ui/classic/params/target/x_1887711_cafete_1_cafeteria_menu_list.do

Cafeteria Menu s

Search

Actions on selected rows...

New

Menu Date	Menu Items	Menu Name	Status
2026-02-15	2026-02-15 19:59:08 - System Administrat	Chinese	Published
2026-02-18	2026-02-18 22:34:34 - System Administrat	American	Published
2026-02-17	2026-02-17 07:08:24 - System Administrat	Indian	Published

8. ADVANTAGES & DISADVANTAGES

Advantages:

- Centralized control
 - Real-time updates - Role-based security
- Disadvantages:
- Dependent on internet
 - Requires user training

9. CONCLUSION

The Cafeteria Menu Display project efficiently digitizes cafeteria management. Developed on ServiceNow, it improves communication, reduces effort, and ensures a seamless experience for both administrators and employees.

10. FUTURE SCOPE

- Dietary tagging system
- Integration with feedback forms
- Weekly meal plans via email
- Mobile app or QR access