

Create an Application Class Configuration Item Record:

- Step 1.** From the ServiceNow left navigation menu, go to the **Configuration** application, **Service and Application Layer** and select **Applications**.
- Step 2.** On the right side of the screen, a list of existing Application Configuration Items (CIs) will be displayed. At the top of the page, click the **New** button to create a new Application CI.
- Step 3.** Enter values in the red highlighted fields (required) and click **Save**.

Note: The **Class** field is set to **Applications**. The **Status** field defaults to **Build**. When you update the **Status** field additional fields may be required.

Application Class Configuration Item Status:

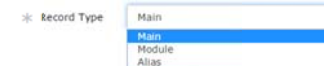
The **Status** is updated as you progress the CI record through the lifecycle. The value in the **Status** field denotes the stage of the CI record.

- **Build**— CI is physically in the possession of team that will deploy it.
- **Operational** — CI is in service
- **Retired** — CI has reached the end of the lifecycle and is taken out of service.

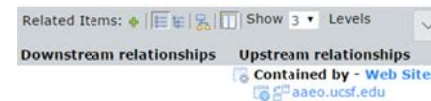
Note: As the Application CI record progresses through the lifecycle additional fields may be required on the Application CI form.

Record Type – Main/Module/Alias

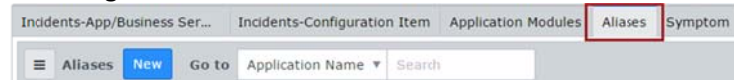
The Record Type is used to define the Application CI as a **Main** application, or a **Module** of the Main application or as an **Alias** of either a Main or Module application.



When Module is selected as the Record Type, the **Parent Application** field is required. When the Application CI is saved, a Relationship will automatically be established between the Module and Main application.



An Alias can be established from either the Main or Module Application CI by selecting the related **Aliases** tab at the bottom of the form.



Click the **New** button and complete the Application CI form for the **Alias**. When the Record type is set to Alias, the **Alias Parent** field is required. When the record is saved, return to the Parent record to see the Alias in a list at the bottom of the record.

