



Create a Network Gear Class Configuration Item Record:

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

*Note: The **Class** field is set to **Network Gear**. The **Status** field defaults to **Received**; if you update the **Status** field additional fields may be required.*

Network Gear 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.

- **Received** — CI is physically in the possession of team that will deploy it.
- **Inventoried** — CI is available for deployment.
- **Deployed** — CI is in service.
- **Deprovisioned** — CI has reached the end of the lifecycle and is retired.
 - ✓ **Disposition Type**
 - Return to Vendor (*Record will be locked – user can still add notes to the Description field.*)
 - Trade in (*Record will be locked – user can still add notes to the Description field.*)
 - Cannibalized – used for parts
 - Surplused* (*Record will be locked – user can still add Notes*)
 - Other
- **In for Repair** — CI is being repaired
- **Lost** — CI has been reported lost
- **Stolen** — CI has been reported stolen

Note: As the Network Gear CI record progresses through the lifecycle additional fields may be required on the Configuration Item form.

