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.