



Create a Storage Device Class Configuration Item Record:

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

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

Storage Device 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 update the Description field.)
 - **Other**
- **In for Repair** — CI is being repaired
- **Lost** — CI has been reported lost
- **Stolen** — CI has been reported stolen

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