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.