

Assigning Relationships to a CI Record:

- From the ServiceNow left navigation menu go to the **Configuration** application, select one of the Configuration Item (CI) Classes available.

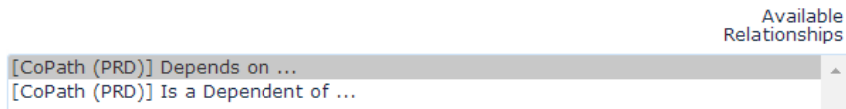


- On the right side of the screen a list of existing CIs will be displayed. Create a New CI record or select the CI record that you want to add relationships to.

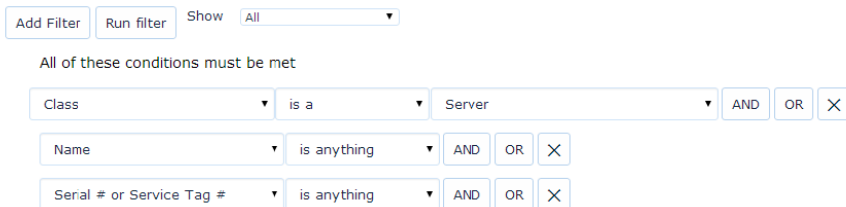
- To add relationships click **Related Items: +**



- Start defining the relationships by selecting the relationship type from the list of Available Relationships.

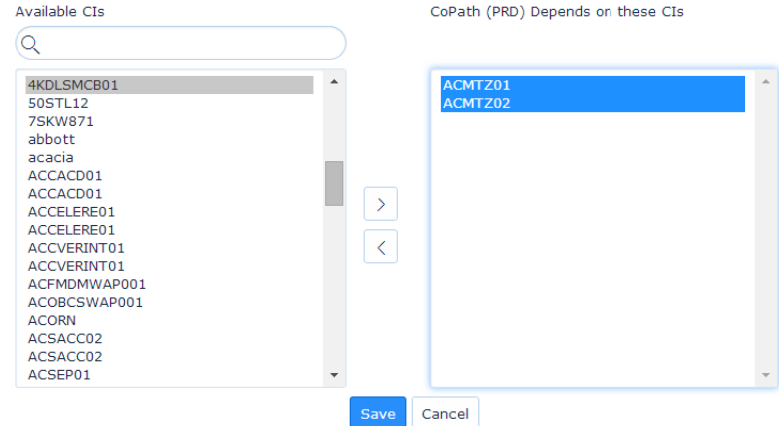


- Next, setup the filter criteria by selecting the appropriate **Class** and click the **Run Filter** button. This will display the CIs available for that Class.



- Next, select the CI from the list of Available CIs that you would like to relate to your original CI (from step 2). Click the **>** button.

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- To continue adding additional relationship types return to steps 4, 5 and 6. When you have added all of the relationships, click the **Save** button to save all of the Relationships.

Relationship Views

Related Items: + [List Icon] [Search Icon] [Filter Icon] [Split Icon]

Flat View	<p>Depends on - Servers</p> <ul style="list-style-type: none"> ACMTZ02 ACMTZ01
Tree View	<p>CoPath (PRD)</p> <ul style="list-style-type: none"> ACMTZ02 ACMTZ01
BSM View	
Split View	<p>Downstream relationships Upstream relationships</p> <ul style="list-style-type: none"> CoPath (PRD) ACMTZ02 ACMTZ01 CoPath (PRD)