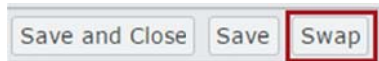


Swap a Network Gear Class CI Record:

1. From the ServiceNow left navigation menu go to the **Configuration** application, **Physical Host Layer** and select **Network Gear**



2. On the right side of the screen a list of existing Network Gear Configuration Items (CIs) will be displayed. Select the record to be replaced.
3. Click the **Swap** button at the top of the CI record.

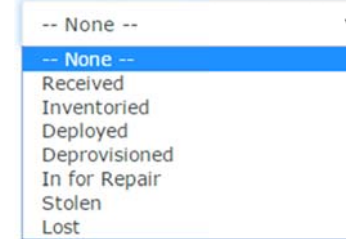


4. Enter the **Name** of the **Network Gear CI** that will be swapped, or select the CI from the list of *Inventoried* CI records. **Save and Close** the dialog box.



5. Upon saving the Swap the following updates will be made to the original CI:
  - The following message will appear at the top of the record:  
**Swapped XYZ to ABC. Please update Status, Criticality, Location, Room and Relationship(s) as needed for XYZ.**
  - The **Status** will be set to **None**. Before saving the record you must select a valid **Status** for the replaced Network Gear CI as shown.

Swap a Network Gear Class CI Record:



- The **Activity** field will have the documented Swap information.

*Note: It is recommended that you update the Criticality, Location, Room and Relationship(s) fields before saving the original CI.*

6. The following updates will be made to the Swapped CI:
  - The **Status** will be set to **Deployed**.
  - The **Location, Room** and **Criticality** fields will be updated with information from the original Network Gear CI.
  - The **Activity** field will have the documented Swap information.
  - The Relationships from the original Network Gear CI will be attached to the Swapped Network Gear CI.