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 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.