Create a Server Class Configuration Item Record:

Step 1: From the ServiceNow left navigation menu go to the Configuration application, Physical Host Layer and select Servers.

Step 2: On the right side of the screen a list of existing Server Configuration Items (CIs) will be displayed. At the top of the page click the New button to create a new Server CI.

Step 3: Enter values in the red highlighted fields (required) and click Save.

Step 4: Refer to the Relationships Quick Reference Guide on how to create the server’s relationships.

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

Server 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.
- Inventoryed — CI is available for deployment.
- Deployed — CI is in service.
- Lost — CI has been reported lost
- Stolen — CI has been reported stolen
- In for Repair — CI is being repaired
- 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
  - Surplus - (Record will be locked – user can still add Notes)
  - Other

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