Create an Application Class Configuration Item Record:

Step 1. From the ServiceNow left navigation menu, go to the Configuration application, Service and Application Layer and select Applications.

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

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

Note: The Class field is set to Applications. The Status field defaults to Build. When you update the Status field additional fields may be required.

Application 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.

- Build — CI is physically in the possession of team that will deploy it.
- Operational — CI is in service
- Retired — CI has reached the end of the lifecycle and is taken out of service.

Note: As the Application CI record progresses through the lifecycle additional fields may be required on the Application CI form.

Record Type – Main/Module/Alias

The Record Type is used to define the Application CI as a Main application, or a Module of the Main application or as an Alias of either a Main or Module application.

When Module is selected as the Record Type, the Parent Application field is required. When the Application CI is saved, a Relationship will automatically be established between the Module and Main application.

An Alias can be established from either the Main or Module Application CI by selecting the related Aliases tab at the bottom of the form.

Click the New button and complete the Application CI form for the Alias. When the Record type is set to Alias, the Alias Parent field is required. When the record is saved, return to the Parent record to see the Alias in a list at the bottom of the record.