

Company Manager Role and Navigation:

The **Company Manager** is a ServiceNow role that is granted to a limited number of individuals. Each department that uses Configuration Management (Network Gear, Servers, Computers, etc.) may have a couple of identified company managers. This role grants access to **create and modify** Companies (Manufacturers/Vendors), OS Versions, and Model Names.

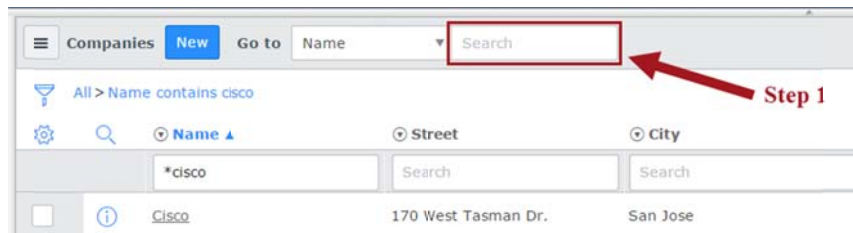
In the Navigation Pane, under the **Configuration** module, computer managers will see the “Manufacturer/Vendor” section.



Companies:

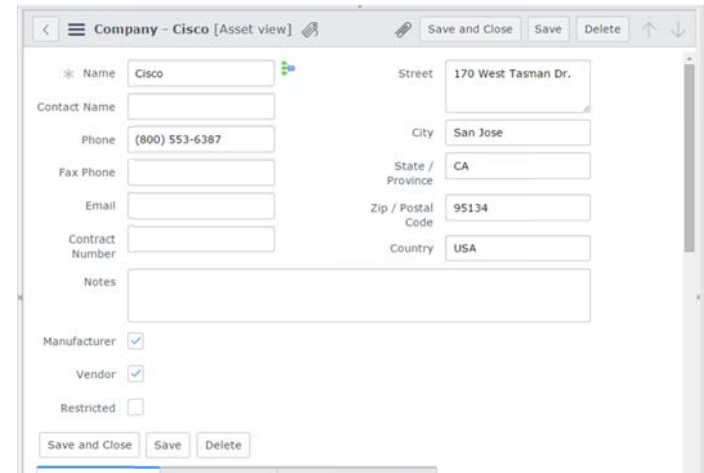
The **Company** record is used throughout ServiceNow to identify/categorize products and equipment.

Important Note: To avoid duplicate Company records, please **search** the Companies table **before** you create a New record.

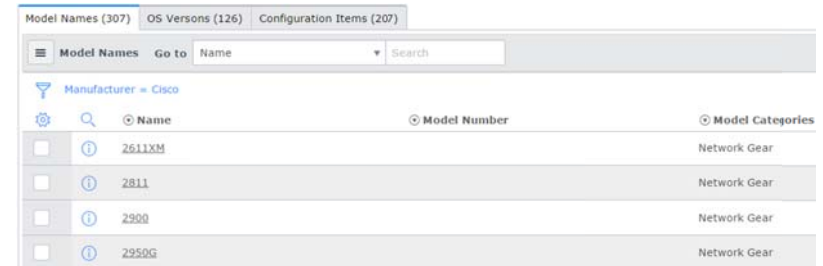


Step 1: To view an existing Company, enter the name of the company in the search field.

- The Company record contains contact information as well as a designation of Manufacturer and/or Vendor.
- Certain records will be marked as “Restricted”. These records are only modifiable by the ServiceNow Admin.



You will also see related Model Names, OS Versions, and specific Configuration Items tied to this Company:



After you have searched and reviewed all the existing Company records, and have not found a Company, you may **create a New record**.

Step 2: From the Companies list view, click **New**.



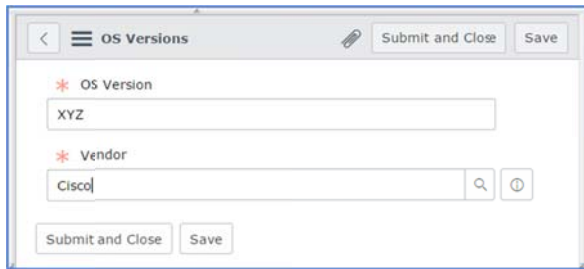
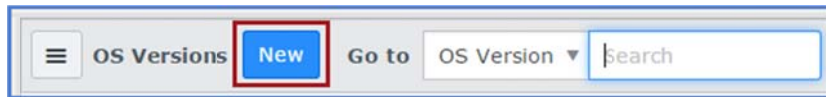
1. Enter the **Name** (required) and any contact information.
2. Mark the record as **Manufacturer** and/or **Vendor** (at least one is required).
3. Click **Submit and Close**.

OS Versions:

OS Versions are related to Companies that are marked as **Vendors**.

To avoid duplicate records, search and review all the existing OS Version records. If you do not find an OS Version, you may **create a New record**.

From the OS Versions list view, click **New**.



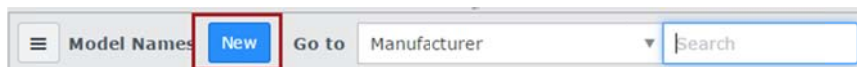
1. Enter the **OS Version** (required).
2. Enter the company name that is set as a **Vendor**.
3. Click **Submit and Close**.

Model Names:

Model Names are related to Companies that are marked as **Manufacturer**.

To avoid duplicate records, search and review all the existing Model Name records. If you do not find a Model Name, you may **create a New record**.

From the Model Names list view, click **New**.



- Step 1. Enter the **Name** (required).
- Step 2. Enter the company name that is set as a **Manufacturer** (required).
- Step 3. Click the Lock icon next to **Model Categories** and enter one or more configuration types that this Model Name will be available for using the lookup list, if necessary (required).
- Step 4. Verify the **Status** is "In Production".
- Step 5. Click **Submit and Close**.

