



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.
 - **Inventoried** — 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
 - **Surplused** - (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.