

CUSTOMIZING YOUR VIEW OF CONFIGURATION ITEM RELATIONSHIPS

This document includes information about customizing your view of the logical relationships and dependencies between configuration items (CI) in ServiceNow.

1 GETTING STARTED

1.1 ServiceNow Support

For additional resources, search the ServiceNow Knowledgebase at <http://www.partners.org/servicenow> or contact the Service Desk.

1.2 Accessing ServiceNow

ServiceNow is available on and off the Mass General Brigham (MGB) network.

From an MGB Workstation

1. Go to  (start menu).
2. Select **Utilities > ServiceNow**.

Online

1. Go to <https://www.partners.org/servicenow>.
2. Log in with your Partners user name and password.

2 CUSTOMIZING YOUR VIEW

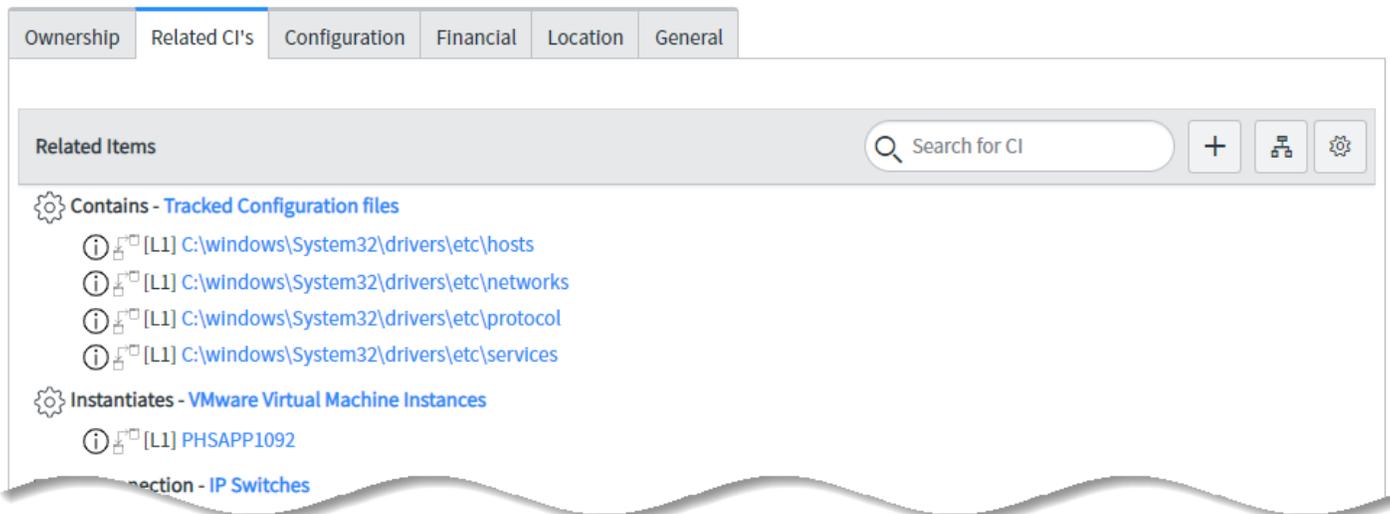
ServiceNow allows you to customize how you want to view the logical relationships and dependencies between configuration items (CIs). For example, you can decide whether or not to classify CIs as upstream/downstream relationships, you can choose whether to display CIs in a flat view or tree structure, and you can determine how many levels you want to display for a CI.

CMDB management recommends that you set your view to a flat view, with split layout, and to limit your view to a single level of relationships, since you can only manage CIs directly related to one another.

Note: The icon  displays following any CIs related to incident tickets. Click the icon for details.

Flat Layout

Initially, ServiceNow displays relationships with the flat layout, showing all relationships grouped by type. To return to this layout at any time, click settings () and then the **Flat** button.



The screenshot shows the ServiceNow interface for Configuration Item Relationships. At the top, there are tabs for Ownership, Related CI's, Configuration, Financial, Location, and General. The 'Related CI's' tab is active. Below the tabs is a search bar labeled 'Search for CI' with a magnifying glass icon, a plus sign, a list icon, and a settings gear icon. The main content area is titled 'Related Items' and shows two groups of items:

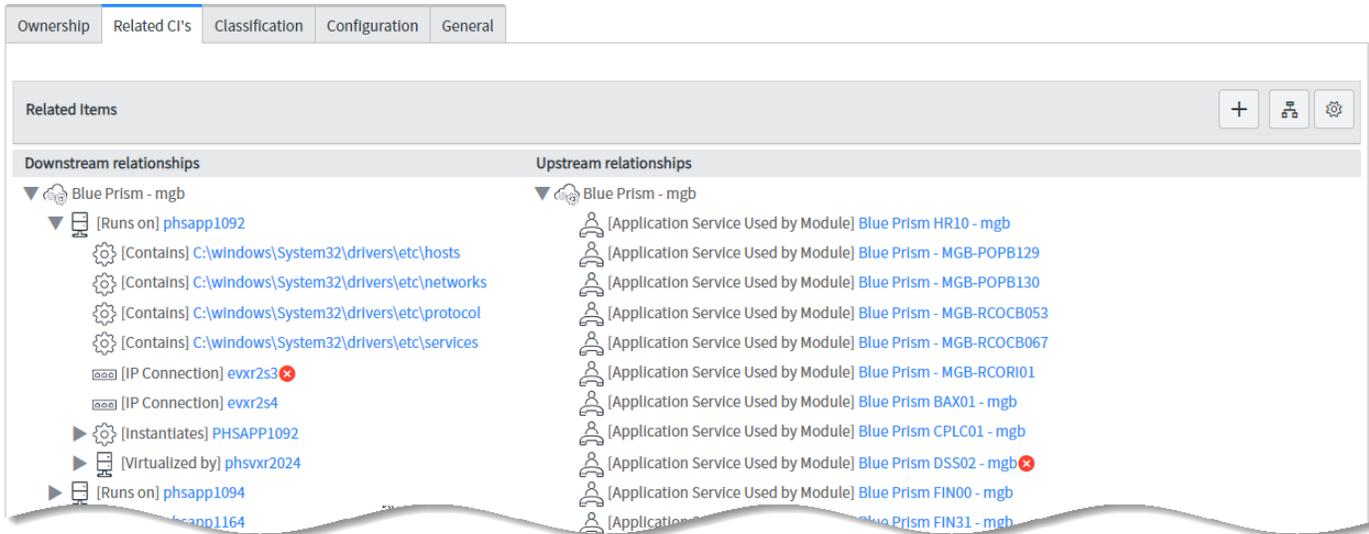
- Contains - Tracked Configuration files**
 - [L1] C:\windows\System32\drivers\etc\hosts
 - [L1] C:\windows\System32\drivers\etc\networks
 - [L1] C:\windows\System32\drivers\etc\protocol
 - [L1] C:\windows\System32\drivers\etc\services
- Instantiates - VMware Virtual Machine Instances**
 - [L1] PHSAPP1092

At the bottom, there is a partially visible group: **Connection - IP Switches**.

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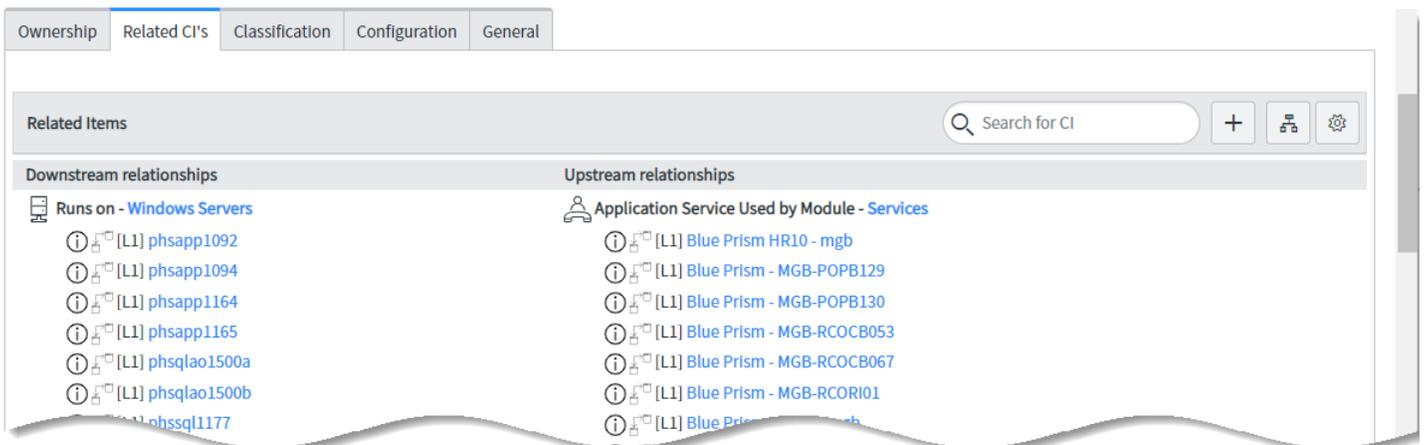
Tree Layout

The tree layout allows you to group related CIs in a hierarchical tree. To display this view, click settings () and then the **Tree** button. You can expand or collapse nested CIs by clicking the ▼ or ► icons.



Split Layout

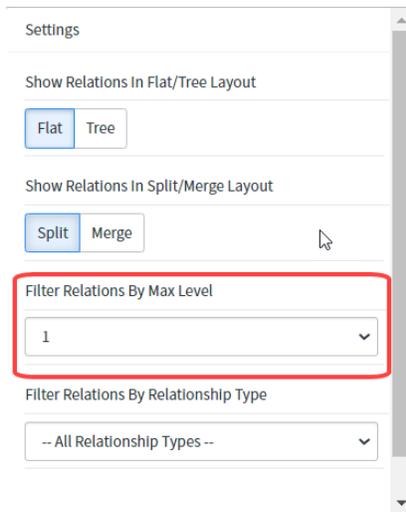
The split layout allows you to display related CIs in a view that classifies them as upstream or downstream relationships. To display this view, click settings () and then the **Flat** button (if not already selected) and the **Split** button. This can be useful in understanding the relationship between CIs. For example, an application may be related to downstream servers, racks, and storage devices, and to upstream applications and application modules.



Filtering Relationship by Max Levels

You can use the Filter Relationships by Max Levels option to limit the number of levels of relationships you want to display for a CI when using the Flat Layout. This can simplify your view, and make it easier for you to manage your CIs, since you can only manage CIs directly related to one another. To do so, click settings () and then select the number of levels using the drop-down at the Filter Relations by Max Level field.

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Note that when you display multiple levels, [L1] precedes CIs directly mapped to the selected CI, while [L2], [L3] and so on, precedes CIs that are indirectly mapped to the selected CI. For example, CIs preceded by [L2] are mapped to CIs that are directly mapped to the selected CIs (one level away). In the following VMware Distributed Virtual Switches example, [L2] is DVSwitch0 and [L1] is PHSAPP1094.



Dependency View

The dependency view allows you to display a graphical view of CI relationships in another window or tab. To display this view, click the Dependencies views icon (). You may find it helpful to limit the number of levels when using this view.

