# **ITSM CMDB Coordinators**

Role and Responsibilities

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# Document Ownership

Document Owner	ITSM Role, Department
Maury Collins	Service Transition Owner, Information Systems

# **Revision History**

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1.1	6/18/2015	Rahul Sheth	Added weekly	
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1.2	7/20/2015	Rahul Sheth	Created and Excel report	
1.3	1/28/2016	Rahul Sheth	New self-service fields	
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			added mapping for	
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			mapping relationships	
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			reviewing servers with a	
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21.0	2/25/2022	Paul Censullo	Updated instructions for	
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			article	
25.0	10/18/2022	Paul Censullo	APM-related updates	

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# Overview

## Purpose

This document provides a high-level overview of the role and responsibility of CMDB Coordinators at Mass General Brigham (MGB).

# The CMDB

The Configuration Management Database (CMDB) represents the authorized configuration of the significant components of the IT environment.

It supports the processes that manage the ServiceNow Configuration Management Database (CMDB), which in turn enables most other ServiceNow application services that automate IT services. Configuration Management helps organizations better understand the IT environment by providing insight into not only the impact of incidents, problems and changes, but also financial resources, service availability and capacity management. The application service presents a logical model of the enterprise infrastructure to give IT more control over the environment and to facilitate decision-making.



# **Configuration Item**

In ITIL terminology, Configuration Items (CI) are components of an infrastructure that currently is, or soon will be under Configuration Management. CIs may be a single module such as a monitor or tape drive, or more complex items, such as a complete system.



Figure 2: Example of Configuration Items in CMDB

# **CMDB** Coordinators

CMDB Coordinators are team members across the enterprise that are champions of the Configuration Items (CIs) that their team manages or uses on a daily basis. They are akin to the data quality analyst role from an ITIL perspective and have the knowledge, responsibility, and access to modify key attributes of CIs in the Configuration Management Database (CMDB).

This document describes their role in the organization and how they can support the CMDB.

# **CMDB** Coordinators as Liaison

CMDB Coordinators act as a liaison or intermediary between team/department and configuration management to escalate issues and manage resolutions. They are responsible for maintenance of their department Cls.

The following graphic denotes the support model for Configuration Management

- CMDB Coordinators support their team members
- For escalation issues, CMDB Coordinators are the point-of-contact to the Configuration Manager



Figure 3: Support Model for Configuration Management

# CMDB Coordinators by Department-

For a spreadsheet of CMDB Coordinators by department, see <u>https://partnershealthcare.service-now.com/nav\_to.do?uri=%2Fkb\_view.do%3Fsysparm\_article%3DKB0025558</u> (KB0025558).

# Managing Your Configuration Items (CIs)

# **ITSM CMDB Dashboard**



# **CMDB** Health

Currently, our assessment of CMDB health is based on an evaluation of the *Completeness* of CIs at the CI, class, and hierarchical levels (Enterprise, Site, and CMDB Coordinator groups). ServiceNow facilitates this assessment using the Completeness Scorecard on the ITSM CMDB Dashboard.

Work is also underway to expand the ITSM CMDB Dashboard to evaluate the *Correctness* and *Compliance* of CIs. Completeness, Correctness, and Compliance are all key performance indicators (KPIs) for best practice Configuration Management.

Understanding the Completeness Scorecard

The Completeness Scorecard on the ITMS CMDB Dashboard assesses health of a CI is based on the CI record having completed required and recommended fields. Required and recommended fields are the metrics that support this KPI. The only required field across all CI classes is the CI name. Although most recommended fields are standard across all CI classes, there are some additional fields based on class, as follows:

Required fields	Recommended fields		
Name	Support Level (formerly, Criticality)		
	Support group		
	Owning Entity		
	Cl Owner		
	Technical Owner		
	Business Owner		
	Description (Application Service and Application Service		
	Module)		
	Keyword Terms (Application Service and Application Service		
	Module)		
	Location (Server)		
	<ul> <li>Maintenance Group (Windows Server)</li> </ul>		

Percentages and Thresholds

The CMDB health on the Enterprise and Site tabs is displayed as a percentage of CIs with all fields completed. The percentage displayed at the top of these tabs is an average of the required and recommended percentages. Individual percentages for CIs with completed required and completed recommended fields complete are displayed below the overall percentage.

Thresholds are color-coded, based on the percentage complete as follows:

67% or greater complete – Green

33% or greater complete – Orange

32% or under complete - Red

Using the ITSM CMDB Dashboard

This dashboard includes the following tabs:

- Enterprise
- Site
- My Groups' Cls
- My Cls
- Open CMDB Tickets

The intent of the ITSM CMDB Dashboard is that by taking care of your own CIs, you will provide value to the Site and Enterprise. The goal is to attain 100% completion for the Completeness Scorecard for our Enterprise and Sites. We get there by everyone using the My CI's and My Groups' CIs to complete all required and recommended fields for their associated CIs.

Note: Updates that you make to fields for your CIs are not reflected in real-time in the CMDB Scorecard percentages. CMDB Scorecard percentages are refreshed each morning at 3am.

The dashboard also allows you to display open tickets assigned to ITSM Configuration Management – phs or any CMDB Coordinator group.

# Reviewing the Completion Score for the Enterprise or Any Site

For the Enterprise and Site tabs, the upper section displays the CMDB Completion Scorecard. This section includes the overall percentage for required and recommended fields. Beneath this overall number, are specific percentages for recommended and required items.

For the Site tab, click the drop-down list to display CIs from another Site.

ITSM CMDB Dashboard Enterprise Site My Groups' CI's My CI's Open CMDB Tickets CMDB Health Group List **Change Site** @OE=EMPTY CMDB Group Completeness Scorecard Completeness Last updated: 2019-12-11 3:00:07 AM Recommended 2763 / 2763 100% 0/2763 0% Required Group View - CIs Missing Required Attribute Group View - CIs Missing Recommended Attribute D CMDB Health Resul Result Groun 2.5 No data to display CMDB Health crub d. appl of the classe water parties and a classes with the second

*Note: The @OE=EMPTY entry includes CIs for which the Owning Entity field is blank.* 

Beneath this section, are sections for CIs Missing Required Attribute and CIs Missing Recommended Attribute. These sections display a graphical breakdown of CIs missing attributes, grouped by CI class.

Next, are sections for the CI trends for Missing Required Attribute and Missing Recommended Attribute. These sections include running totals for failed CIs on either a daily basis (for CIs missing required attribute) or every other day basis (for CIs missing recommended attribute).

The bottom of the tab includes a list of all CIs that are missing required or recommended attributes.

*Note: To update any CI with missing requirements, navigate down to the CI record to make any updates to CI fields. This may require several clicks.* 

## **Reviewing Your Groups' Cls**

For the My Groups' CIs tab, only CIs associated with support groups for which you are a member are included. The top section includes a graphical representation of the CIs missing recommended fields, grouped by support group. The bottom of the tab includes a graphical representation of all active CIs, grouped by support group. Note each section includes a different bar for each of your support groups. Segments within any bar are color-coded for different CI classes.



Hover over any segment of any bar in the top section to display the counts for CIs with missing recommended fields for that CI class and support group. Click to display the list of CIs that make up that count. You would typically use this list to take action to complete missing fields. See <u>Updating</u> <u>Configuration Item Attributes</u> for additional information on updating fields using a list view.

Hover over any segment of any bar in the bottom section to display the counts for *all* CIs for that CI class and support class (not just those with missing fields).

## **Reviewing Your Cls**

For this tab, only CIs for which you are the CI owner, business owner, or technical owner are included. The top section displays an expandable list of all CIs that are missing one or more recommended fields, grouped by support class. The bottom section displays a graphical representation for all CIs for which you are the CI owner, business owner, or technical owner, grouped by CI class.

≡ 88	ITSM C	MDB Dash	board '	•								
Enterprise	Site M	ly Groups' CI's	MyCrs	Open CM0	08 Tickets							
ITSM-0	CFG-MYCI:	My CIs (Mi	ssing Cri	ticality, G	roup, Entity, Cl	, Tech, or Bus (	Dwn)				83 total Configuration Items	
	Name	Class	Descri	tion 🛦	Criticality	CI Owner	Business Owner	Technical Owner		Support group	Owning Entity	^
» Class	ESX Serve	(6)										
+ Class	s: IP Switch (	ω										
» Class	s: Server (3)			Ac	tion							
» Class	s: Storage N	ode (1)										
» Class	s: Storage Se	erver (67)							Þ			
+ Class	: Windows S	Server.(5)										
			_							44.4	1 to 6 of 6 b b b	~
ITSM-C	FG-MYCI: M	ly or Direct I	Report Cl	(All active	CI's, Except End	Points)						
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Expand any CI class in the top section to display a list view of the CIs from that class that are missing required fields. You would typically use this list to take action to complete missing fields. See <u>Updating</u> <u>Configuration Item Attributes</u> for additional information on updating fields using a list view.

Hover over any bar in the bottom section to display the actual counts for each CI class.

# Managing CMDB Tickets

The Open CMDB Tickets tab displays open tickets assigned to ITSM Configuration Management – phs or any CMDB Coordinator group.



The top section displays a graphical representation of all CMDB tickets, sorted by assignment group, including Change Requests, Change Tasks, Incidents, Catalog Tasks, and CSI (Continual Service Improvement) Tasks. Beneath this section is a table of the actual counts for each CMDB Coordinator assignment group and CMDB ticket types.

Hover over any section for your team to display actual counts for each type of CMDB ticket. Click any section to display the specific tickets associated with that CMDB Coordinator assignment group and CMDB ticket type.

# **ServiceNow Discovery**

ServiceNow automatically runs a Discovery Scan every night to add and update CIs. For an overview of ServiceNow Discovery, click <u>here</u>.

The Discovery Scan adds new servers with a Status(Install\_Status) of "Pending Review." All CMDB coordinators should review all new servers to complete required attributes for their associated teams. The Discovery tool in ServiceNow can help you identify missing Configuration Items (CIs). This section includes information for completing both of these tasks.

**Important**: Additional requirements must be met to enable ServiceNow Discovery for Windows and Open System servers. CMDB Coordinators should work with CI owners and technical owners to ensure the following:

- For Windows Servers -Service Account SA291 must have administrator access
- For Open System Servers (Linux, Solaris, HP-UX, AIX) SX434 must be given root access (if this is not possible, a pseudo configuration must be set up per ServiceNow's specifications). Contact Andrew McCabe for additional information.

Note: There are a limited number of CI types that are not identified or updated using the Discovery tool. For these CI, you may need to use the CI import template. For additional information, see <u>Using the</u> <u>Configuration Item Import Template</u> for details.

#### ITSM CMDB Coordinators Role and Responsibilities

## Review "Pending Review" Servers

The ServiceNow Discovery process assigns a value of "Pending Review" to the Status(Install-status) field for the all newly discovered servers.

* Name	testalx1	]	Manufacturer	"Artelnics"	Q	<b>(</b> )
Asset tag	123456789		Model ID	ASA5545X	Q	()
Serial number	123456789		Status(install_status)	Pending Review	~	
Class	AIX Server 🗸		Support Level	MISSION CRITICAL	~	•
Category	Digital Health eCare	Langer	Enobola, alone	rever	C	-

These servers are missing required attributes such as owners, owning entity, and relationships. This status provides a focus for you to identify servers for various reasons such as gap in provisioning the server through the appropriate processes. Also, servers with this status are not included in our Completeness metric until the proper ownership is identified. It's our best practice to review biweekly.

The CMDB Manager will follow-up on servers remaining in a Pending Review state for an extended period of time, and will coordinate based on identifiable naming patterns. Servers remaining in this state for more than 6 months will be retired.

1. Go to the Pending Review menu item under CMDB > Server to review servers for your team.



2. Review the list of servers to identify those associated with your team.

*Note: Information such as name, IP address, and location (if populated) might be useful in identifying these servers.* 

- 3. Complete all fields, including Status(Install\_Status), Support Group, Owning Entity, CI Owner, Business Owner, Technical Owner, and Location.
- 4. Click the Related Cl's tab and map relationships, as needed.

# Discover CIs by IP Address

You can initiate a scan in ServiceNow for any of the following types of CIs for which you know the IP address:

- Windows Server
- Unix Server (AIX, HPUX)
- Linux Server
- Network Switch
- Network Router
- NetScaler
- Wireless Access Point

Do so as follows:

1. Using the Service Catalog module in the Application Navigator, select **CMDB Requests**.

PARTNERS: Intercontinues and the service Automation						
Filter navigator	IS Services	∠ IS Services				
Self-Service	Can We Help You?	IS Operations Planning IS Capital or Major Operating Purchasing Request COLS Capital or Major Operating Purchasing Request				
Homepage  Ideas	General Requests  Application and Service-Related Requests  Client Service/Supply Chain Inquiries	III Sovice Request IT Service Management III Chanse Request				
Knowledge Help the Help Desk My Task Boards	Computers, Printers and Other Devices E: Work Orders Move to Assembly Row Lab Report Ricoh Incident	E CMDB Requests E Servers, Storage, Data I IS Provisioning Process - Server Hardware and Client Services				
materiais Management Incidents Watched Incidents My Requests	Information Security II ISPO Cybersecurity Risk Assessment Request ISPO Cybersecurity Variance Request	LEIIS Provisioning Process - Vendor Access Telecommunications E: Mobile Devices				
	Internet and Networks	Partners eCare				
My Profile My Tagged Documents My Tags	firewall exception (request)     Network Resource Extension     VPN Request					

2. Click Request a Discovery Scan by IP Address.

PRETYDES. Service Automation					
Filter navigator	IS Services > IT Service Management > CMDB Requests				
	CMDB Requests				
Self-Service	CMDB Requests				
Homepage	Items				
▶ Ideas	Discover Cl				
Service Catalog	Request a Discovery Scan by IP Address				
Knowledge					
Help the Help Desk					

3. If the CI is in the ICC Lab or part of the ERIS Infrastructure, use the drop-list at the Discovery Type to select the appropriate selection.

The request is to initiate a Discovery Scan of an IP Address and create/update a CMDB CI necord of the discover device. It will take approximately 10 minutes to graning the discovery scan. After completion of the request, you'll receive an email notification with the results. If a CI Record IS Created/Update the Following Metadata Fields • Owning Entry • Discover Level (Criticality) • Location • Ci Owner • Technical Owner • Support Group • Ci Description • Technical Owner • Support Group • Ci Description • The Abao Required That a Relationship Between the Device and AL Least One Application, Business Service, or infrastructure Service Be Added to the Device Record The Abao Required That a Relationship Between the Device and AL Least One Application, Business Service, or infrastructure Service Be Added to the Device Record The Created/Updated, Please Follow the Instructions in the Closure Email. * Window Server • Window Server • Window Server • Window Server • Window Server • Window Server • Please entry the Pladdress to scan • Pleaderes Systam • Plead	R	equest a Discovery Scan by IP Address	Order this Item
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Linux Server     Network Switch     Network Router     NetScaler     Wireless Access Point      Please enter the IP Address to scan     If the IP Address Syntax      More information      If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the     ERS Infrastructure. Please Select an Appropriate Discovery Type      Normal		Unix Server (AIX, HPUX)	
Network Router     Network Router     NetScaler     Wireless Access Point      Please enter the IP Address to scan     P IP Address Syntax  Discovery Type      More information      If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the     ERIS Infrastructure. Please Select an Appropriate Discovery Tyme      Normal		Linux Server     Naturate Switch	
<ul> <li>NetScaler</li> <li>Wireless Access Point</li> <li>Please enter the IP Address to scan</li> <li>IP Address Syntax</li> </ul> Discovery Type <ul> <li>More information</li> </ul> If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type Normal		Network Router	
Wireless Access Point      Please enter the IP Address to scan     IP Address Syntax  Discovery Type      More information      If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type      Normal		NetScaler	
<ul> <li>★ Please enter the IP Address to scan</li> <li>▶ IP Address Syntax</li> <li>Discovery Type</li> <li>▼ More information</li> <li>If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type</li> <li>Normal</li> </ul>		Wireless Access Point	
► IP Address Syntax  Discovery Type      ✓ More information      If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type      Normal		* Please enter the IP Address to scan	
Discovery Type  ✓ More information  If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type.  Normal		▶ IP Address Syntax	
Discovery Type  ▼ More information  If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ENIS Infrastructure. Please Select an Appropriate Discovery Type Normal			
Discovery Type   ✓ More information  If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ENIS Infrastructure. Places Select an Appropriate Discovery Type  Normal			
More information If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type Normal		Discovery Type	
If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure. Please Select an Appropriate Discovery Type Normal		V More information	
Normal		If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the	
Normal		EKIS INTrastrijeture, zlieze soliect an oppropriate the oversty type	
		Normal	

# 1 ¥ 1 Day

Order this Item

4. Type the IP address of the device and click **Order Now**.

#### Request a Discovery Scan by IP Address

request a Discovery scaling in Audress	order dils item	
This request is to initiate a Discovery Scan of an IP Address and create/update a CMDB CI record of the discovered device. It will take approximately 10 minutes to complete the discovery scan. After completion of the request, you'll receive an email notification with the results.	Quantity 1 Delivery time	► L Day
If a CI Record is Created/Updated,	Order Now	
It is Mandatory to Update the Following Metadata Fields     Owning Entity     Support Level (Criticality)	Add to Cart	5
Location	Shopping Cart	
CI Owner	Empty	
Technical Owner		
Business Owner		
Support Group		
<ul> <li>CLDescription</li> <li>It Also Required That a Polationship Retwoon the Davide and At Least One Application, Buriness Service, or Infrastructure Service Re-Added to the</li> </ul>		
It is not required that a Relationship between the bevice and At Least One Application, business service, or innastructure service be Auded to the Device and At Least One Application, business service, or innastructure service be Auded to the Device and At Least One Application.		
hộ là		
If a CI Record is Not Created/Updated, Please Follow the Instructions in the Closure Email.		
"Note"		
The following devices are currently supported:		
Window Server     Unix Server (AIX, HPUX)     Linux Server     Network Switch     Network Router     NetScaler     Wireless Access Point		
* Please enter the IP Address to scan		
► IP_Addness Syntax		
Discovery Type		
▼ More information		
If the IP Address You Would Like to Discover is in the ICC Lab or is Part of the ERIS Infrastructure, Please Select an Appropriate Discovery Type		
Normal		

5. Click Submit Order at the verification screen to complete your request.

Shopping Cart		
Are the contents of your cart correct? Please double check th	e items and remove and edit where appropriate	
Item		Delivery Time Price (ea.) Quantity Total
Delete Edit Request a Discovery Scan by IP Addr	ess - Discover Cl	1 Day
		Total -
If this request is for someone other than yourself please prov	ide detailed information in the fields provided below	
Requested for:	Deliver to:	
Paul Censulio Q 🛈	399 Revolution Drive Somerville, MA 02145	~
Special instructions		Add attachment 🌒
Back to Catalog		Submit Order

6. ServiceNow displays the RITM number of your request, allowing you to track your request.

G Order Status							
Thank you, your re	quest has been submitted						
Order Placed: <b>2017-0</b> Request Number: <b>RE</b> Estimated Delivery Da	2-21 2:11:45 PM Q0449320 <u>Bookmark request</u> ate of Complete Order: 2017-02-22						
Number	Description		Delivery Date	Stage	Price (ea.)	Qty	Tota
RITM0530152	Request a Discovery Scan by I	P Address	2017-02-22			1	
	Request a biscortary scall by i						
					Total	1.0	
Tasks that belong to	REQ0449320				Total	1.0	-
Tasks that belong to Number	REQ0449320	Short description			Total	1.0	-

*Note:* You can also track the status of your request by selecting **Requested Items** under **Self** *Service* in the ServiceNow navigation bar.

7. After approximately 10 minutes, ServiceNow sends an email indicating if the CI record has been created. The closure notes within the message indicate whether or not the scan successfully created the CI record, as follows:

• If successful:

#### **Closure Notes:**

CI record was added/updated successfully. Discovery Scan for IP Address 10.224.130.1 created/updated CMDB CI "ocores103"

• If unsuccessful:

Closure Notes: No CMDB CI created/updated - 10.224.130.1

- 8. If successful, review the following fields within the CI record, updating them as needed:
  - Owning Entity
  - Support Level (Criticality)
  - Location
  - Cl Owner
  - Technical Owner
  - Business Owner
  - Support Group
  - CI Description
- 9. Complete any required relationship mapping between this CI and any Business Application, Application Service, or Technical Service CI.

- 10. If unsuccessful, complete the following troubleshooting steps:
  - Check to be sure that the IP address you have for the CI is correct.
  - Check to be sure that the device is powered on.
  - If the CI is a server, be sure that the associated account has the proper privileges.
    - For Windows servers, account SA291 must have local admin rights.
    - For Unix and Linux servers, account SX434 must have ssh (secure shell) privileges.
  - If the CI is a network router and switch, check for SNMP Community string accuracy.
  - After completing the following steps, repeat the discovery scan as previously described. If the scan is still not successful, submit a new service request in ServiceNow as described in the following section.

## Submitting a Request for Failed Discovery by IP Address

The following steps should be used to submit a ServiceNow request for assistance when a discovery by CI has failed only after completing all troubleshooting steps as previously described.

Before proceeding, be sure that you know the RITM number and Discovery Log Entry number, both indicated in the details of your failed request in ServiceNow:

	RITM number	
(Customer visible)		
Resolve notes	No CMDB CI created/updated - 172.27.113.181	
Work notes		
Activity	+ 2017-03-23 3:28:50 PM Your ticket RITM0350780 has been CLOSED. Email sent	- 7 -
Activity	+ 2017-03-23 3:28:50 PM Your ticket RITM0350780 has been CLOSED. Email sent - 2017-03-23 3:28:41 PM System Changed: Stage, State, Worknotes	- 7 -
Activity	<ul> <li>2017-03-23 3:28:50 PM Your ticket RITM0350780 has been CLOSED. Email sent</li> <li>2017-03-23 3:28:41 PM System Changed: Stage, State, Worknotes Stage: Completed was: Awaiting Scan Completion</li> </ul>	
Activity	+       2017-03-23 3:28:50 PM Your ticket RITM0350780 has been CLOSED. Email sent         -       2017-03-23 3:28:41 PM System Changed: Stage, State, Worknotes         Stage: Completed was: Awaiting Scan Completion         State: Closed Complete was: Open	- 7 -
Activity	+       2017-03-23 3:28:50 PM Your ticket RITM0350780 has been CLOSED. Email sent         -       2017-03-23 3:28:41 PM System Changed: Stage, State, Worknotes         Stage: Completed was: Awaiting Scan Completion         State: Closed Complete was: Open         No CMDB CI created/updated for IP Address 172.27.113.181.	- 7 -
Activity	2017-03-23 3:28:50 PM Your ticket RITM0350780 has been CLOSED. Email sent     2017-03-23 3:28:41 PM System Changed: Stage, State, Worknotes     Stage: Completed was: Awaiting Scan Completion     State: Closed Complete was: Open     No CMDB CI created/updated for IP Address 172.27.113.181.     Scan of IP 172 27 113 181 completed.     Discover Log Entry number	- 7 -

- 1. Select the **Service Catalog** option under Self Service in the ServiceNow navigation bar.
- 2. Under General Requests, select Application and Service Related Requests.

PARTNERS, ServiceNow QA Instance			Paul Censullo 👻	९ 🕐 🕸
	E Work Orders	PB Production General Inquiry		
Filter navigator		PHS Mede Analytics General Request Process and Form		~
	Financial Administration	PHS Mede Analytics New User/User Modification Form		
	Credit Card Processing Request Form	Remit Rename/Reload Form		
Call Camina	IS Capital or Major Operating Purchasing Request			
Sett-Service		Servers, Storage, Data		
Homepage	General Requests	IS Provisioning Process - Server Hardware, Storage, and Client Services		
	E AllWays Health Partners Requests	Network Engineering Provisioning		
Business Applications	Application and Service-Related Requests	New SFA & DFA Request		
Dathboarde	BH Analytics Issue Form	PHS IS Request Process (Formerly APP ID Process)		
Dasinoards	BH Analytics System Access Request	R&D Hyper-V VM Provisioning		
▶ Ideas	🔲 BH Data Request	Storage Provisioning		
	Client Services/Supply Chain Inquiries			
Demands	Enterprise Tableau License and Support Request	Telecommunications		
	Pulse Access for Contract Employees and Residents	E Mobile Devices		
Service Catalog		Telecom Project Management Request Form		
Knowledge 📥	Human Resources	Telecommunications Break Fix Incident		
·····	BWH HRIS Query Request Form	Telecommunications Requests		
Help the Help Desk 🔶 🛧	Talent Sourcing Request Form			
		Network Security		
My Task Boards	Information Security	SecureLink Access		
Connect Chat	Cyberark Account Creation		- Da	
Connect chat	Elevated Privilege Annual Attestation			
Materials Management	ISPO Cybersecurity Risk Assessment Request			
	ISPO Cybersecurity Variance Request			
Incidents	Laptop Encryption Request			
	Privileged Access (1Account Elevated) Request			
watched incidents	firewall exception (request)			
(4)				$\sim$

- 3. Complete the displayed request form as follows:
  - Configuration Item ServiceNow
  - Location Enter the location where you sit
  - Category Other
  - Subcategory Leave blank
  - Assignment Group ITSM Configuration Management phs
  - Description Unable to discover "IP Address." Discovery Request Item # RITMxxxxxx. Discovery Log # - DISxxxxxxx.
- 4. Click **Order Now**.

TARTNERS CONSCIENCES Service Automat	ion		re Paul Censullo ・ Q ② 袋
Filter navigator	IS Services > General Requests > Application and Service-Related Requests	<i>e</i> a	Search catalog •
e <b>*</b> 0	Used to request data changes, enhancements, reports/extracts, system access, training, or other requests for PHS enterprise applications and services		Order Now
Self-Service	Eviate in categories		Add to Cart
Homepage ▶ Ideas	⊯ Open on behalf of		Shopping Cart
Service Calabra	Paul Censullo Q 3		Empty
Knowledge	* Configuration Item		
Help the Help Desk	ServiceNow Q ①		
My Task Boards	* Location Institution		
Materials Management	PHS/Assembly Row-PHS Corporate Offices/Floor 12 Q, ① PHS	0	
Incidents			
Watched Incidents	≫ Category		
My Requests	Other 🗸		
Requested Items			
watched Requested Items	Subcategory		
My Profile	•		
My Tagged Documents	* Assignment Group		
My Tags	More information		
My Knowledge Articles	configuration management - phs Q ()		
My Assessments & Surveys			
My Assets	> Description		
My Notification Preferences	Unable to discover "IP Address." Discovery Request Item # - RITM123456. Discovery Log # - DIS123456.		
0			

5. ServiceNow displays a verification message. Click **Submit Order**.

# How to Check the History of a Cl

1. To view the history of any CI, right-click the heading within the CI record and click **History** > **Calendar**.

∠	ciis2	Saug		🖉 사 👓 Dashboard	Form
⇒ Name	phslxeciis2	Insert	Manufacturer	VMware, Inc.	Q
Asset tag	PHS274561	Insert and Stay	Model ID	VMware, Inc. VMware Virtual Platform	Q
Serial number	VMware-42 07 e9 ad ea 6a 4a a6-a4 94 e0 9	Configure 🕨	Status(install_status)	Installed	\$
Equipment Purpose	None	Export 🕨	Criticality	STANDARD SUPPORT	\$
Class	Linux Server	Create Favorite	Support group	open systems - phs	Q
Category	Hardware	Copy URL	Maintenance Group	None	\$
Subcategory	Computers	Reload form	Management Status	Managed	\$
Description	Linux phslxhrr2 2.6.22 47 6.2.el6.x86_64 #	1 SMP Mon Oct 24 10:22:	33 EDT 2016 x86_64 x86_64 x86_64 GNU/Linux		
Comments					

2. ServiceNow displays a list of dates and times of updates to this CI. Click any item to expand it to display additional information about any entry.

<ul> <li>2016-08-11 1:39:05 PM Updated by System System (194 Days 2 Hours 23 Minutes)</li> <li>last activity was 1 Day 2 Hours 40 Minutes earlier</li> <li>created 1 Day 3 Hours 19 Minutes earlier</li> </ul>	tes)		
ield Name	before PHSAIXECDBPRD8	after PHSAIXECRPT4	
2 2016-08-11 1:39:18 PM <b>Updated by</b> System System (194 Days 2 Hours 23 Minu	tes)		
D 2016-08-11 1:39:18 PM <b>Updated by</b> System System (194 Days 2 Hours 23 Minu 194 Days 2 Hours 23 Minu 日 2016-08-11 1:40:55 PM <b>Updated by</b> System System (194 Days 2 Hours 21 Minu	tes)		
2016-08-11 1:39:18 PM <b>Updated by</b> System System (194 Days 2 Hours 23 Minu     2016-08-11 1:40:55 PM <b>Updated by</b> System System (194 Days 2 Hours 21 Minu     2016-12-01 4:38:12 AM <b>Updated by</b> System (82 Days 10 Hours 24 Minutes)	tes)		

3. ServiceNow displays before and after values for the change.

# **ServiceNow List View**

# **Reviewing and Updating Your Cls**

CMDB Coordinators will work with CI owners on their teams to verify attributes for their Configuration Items. This should be done on a regular basis to assure the integrity of the CMDB. ServiceNow includes a CMDB which provides high level views of the Completeness, Compliance, and Correctness of CI information.

Steps include the following:

- <u>Filtering the List View to Cls for You or Your Team</u> This involves using the filter options in ServiceNow to limit the Cls to only those for you, your team, or only specific Cls. See also <u>Reviewing Your Groups' Cl</u> and <u>Reviewing Your Cls</u> for additional ways to filter your list view.
- <u>Updating Configuration Item Attributes</u> This involves updating the previously noted attributes using the list view.
- <u>Maintaining Relationships</u> This involves accessing the detail view for CIs to update the relationship between application services and servers, servers and application services, and application services and SQL databases.

#### Filtering Configuration Items (CIs) for You or Your Team

This section provides information on how to filter your list view of servers, application services, and SQL databases in ServiceNow. You can filter the list to include only CIs belonging to you or your team or only those with a specific name or other attribute. Doing so allows you to focus on only those CIs that are within the scope of your responsibilities.

- 1. Using the CMDB module in the Application Navigator, select the CI type to be associated with this list view. Doing so displays a list of all associated CIs.
  - For servers, click **All** under the **Servers** heading.
  - For SQL databases, click Microsoft SQL under the Database heading.

Filter navigator	E Ser	vers Ne	w Search	Name 🔻	Search				√- ≪≪
	All	> Status(i	nstall_status) != i	Retired > Name is not em	pty				
СМДВ	• 🔯	Q	■ Name ▲	Owning Entity	≡ CI Owner	Business Owner	Technical Owner	Support group	Description
Configuration Mgt KB's			Search	Search	Search	Search	Search	Search	Search
		AIX Server	(166)						
Managed Classes		í	aixnim1	PHS	Gerard Demers	Stephen Zukowski	Gerard Demers	open systems - phs	AIX aixnim1 1 7 00C527654C00
Line of Business		(j)	aixnim2	PHS	<u>Stephen</u> Zukowski	Roland Hudon Jr	Gerard Demers	open systems - phs	AIX AIXNIM2 2 7 00F6F7B44C00
Service		(j)	aixsq19	PHS	<u>Stephen</u> Zukowski	Roland Hudon Jr	Gerard Demers	open systems - phs	AIX aixsq19 1 7 00F82E894C00
Application      Web		(j)	aixsq20	PHS	<u>Stephen</u> Zukowski	Roland Hudon Jr	Gerard Demers	open systems - phs	AIX aixsq20 1 7 00F82E884C00
▶ Database		í	aixtsm10m	PHS	<u>Stephen</u> Zukowski	(empty)	(empty)	open systems - phs	AIX aixtsm10m 1 7 00F6F7B74C00
VMware vCenter		(j)	aixtsm11m	PHS	Joseph Abbott	Roland Hudon Jr	(empty)	open systems - phs	AIX aixtsm11m 1 7 00F60F5E4C00
► Cluster ▼ Server		(j)	aixtsm12n	PHS	<u>Stephen</u> Zukowski	(empty)	(empty)	open systems - phs	AIX aixtsm12n 1 7 000D9EA8D600
All Windows		(	aixtsm14n	PHS	<u>Stephen</u> Zukowski	(empty)	(empty)	open systems - phs	AIX aixtsm14n 1 7 0009D6F2D900
•	<	íì	aixtsm15n	PHS	Stephen	(empty)	(emptv)	open systems - phs	AIX aixtsm15n 1 7

2. From the list view, click the Filter icon to display the Condition Builder.

E Servers New Go to M	aintenance Group 🔻 Search					√ ◀◀ ◀	1 to 20 of 6679
Allstatus) in (I	n Maintenance, In Stock, Installer	l, On Order, Pending Insta	ll, Pending Repair,)	> Management S	itatus = Mana	aged	
Run Save AND OR	Add Sort 👷						
All of these conditions must be met							
Status(install_status)	▼ is one of ∨	Absent In Maintenance In Stock Installed	Ŷ	AND	DR X		
Management Status	▼ is ~	Managed	~	AND	DR		
		Run					
Q ≡ Name	Maintenano	ce Group 🔻	E Manu	Ifacturer		■ Model ID	
PHSPECWEB4011			VMware,	Inc.		VMware, Inc. VMware	Virtual Platform

3. Click the **AND** button to add a new condition to your view.

Status(install_status)	•	is one of	~	Absent In Maintenance In Stock Installed	¢	AND	OR	×
Management Status		is	~	Managed	~	AND	OR	×

- 4. Do one of the following:
  - To filter the list view to one or more CI Owners, go to step a.
  - To filter the list view to one or more Support Groups, go to step b.
  - To filter the list view to a list of CI names, go to step c.
  - a. Filter the list view by CI Owners as follows:
    - 1) Use the drop-down list to select **CI Owner** and then type the name of a team member for which you are the CMDB Coordinator.

Status(Instatt_status)				In Maintenance In Stock Installed	Ŷ		AND	
Management Status	•	is	~	Managed	~		AND	OF
						AND	OP	~

2) Repeat the previous step for each member of your team.

- 3) Click **Run** to display the filtered report. Note that you must filter your list each time you view the list view for Cls.
- b. Filter the list view by Support Groups as follows:
  - 1) Use the drop-down list to select **Support Group** and then type the name of the Support Group for which you are the CMDB Coordinator.

		In Stock Installed	~			
Support group V is	~		Q	AND	OR	×

- 2) If applicable, repeat the previous step other Support Groups you are responsible for.
- 3) Click **Run** to display the filtered report. Note that you must filter your list each time you view the list view for Cls.
- c. Filter the list view by specific CI Names as follows:
  - 1) Use the drop-down list to select Name and is one of.

		_		In Maintenance In Stock Installed	Ç		
Name	•	is one of	~	)		AND	OR

- Type or copy-and-paste the name or names that you wish to include in your filter. Note that if you have a list of CIs in a spreadsheet, you can copy-and-paste the list of names directly from that spreadsheet into this field.
- 3) Click **Run** to display the filtered report. Note that you must filter your list each time you view the list view for Cls.

## Updating Configuration Item Attributes

1. **Review** the previously created list view, looking for fields that are either missing or inaccurate.

	≡ Name	≡ CI Owner ▼	$\equiv$ Operational status	$\equiv$ Criticality	≡ Class	<b>≡</b> Category
i	Televox	William Test	Operational		Application	
(j)	PATA PHONE APPOINTMENT MANAGEMENT SYSTEM	William Test	Operational		Application	Software
i	MS OLAP	William Test	Operational		Application	Software
i	OR DYNAMIC VIEW	William Test	Operational		Application	Software
<b>(i)</b>	ORSTAT	William Test	Operational		Application	Software
(j)	ARCHER	Alex Test	Operational		Application	Software
<b>(i)</b>	Archer - GRC	Alex Test	Operational		Application	Software

2. To **update a single attribute**, click into the associated field to display either a drop-down list of text field, and complete your update.

203		≡ Name	≡ Cl Owner ▼	Operational status	Criticality		
	í	Televox	William Test	Operational	- None		
	<b>()</b>	PATA PHONE APPOINTMENT MANAGEMENT SYSTEM	William Test	Operational	BUSINESS CRITICAL MISSION CRITICAL	plication	Software
	(j)	MSOLAP	William Test	Operational	Non-Production PRE-PRODUCTION	plication	Software
	(j)	OR DYNAMIC VIEW	William Test	Operational	STANDARD SUPPORT	Application	Software

3. To **update multiple attributes** at once from the same column with the same value, hold down the SHIFT key while dragging the range of rows before making your updates. ServiceNow indicates the number of rows that will be updated. Use the drop-down list or type into the text field to complete your update.

7	All>Cla	ss = Application .or. Class = Application Module > Status(install	_status) in (In Maintenance	, In Stock, Installed, On Order, Pen	ding Install, Pending Repair,)	> Management S	tatus = Managed > CI
Owner	= Willian	n Thornhill .or. CI Owner = Alex Thai					
5		≡ Name	≡ CI Owner ▼				
	()	Televox	William Test	Operational	- None	✓ Ø Ø	
	<b>()</b>	PATA PHONE APPOINTMENT MANAGEMENT SYSTEM	William Test	Operational	7 rows will be updated	4	Software
	<b>(i)</b>	MSOLAP	William Test	Operational		Application	Software
	í	OR DYNAMIC VIEW	William Test	Operational		Application	Software
	<b>(i)</b>	ORSTAT	William Test	Operational		Application	Software
	í	ARCHER	Alex Test	Operational		Application	Software
	<b>(i)</b>	Archer - GRC	Alex Test	Operational		Application	Software

# Configuration Item (CI) Field Descriptions

Name or MGB Name	Read only. Name of the hardware device (Name) or application service (MGB Name).
Serial Number	Read only. Hardware only. The unique physical or virtual identifier assigned by the manufacturer of this CI.
Manufacturer	Read only. Who makes this application service or device.
Asset Tag	Read only. Hardware only.
Model ID	Read only. Hardware only. The model number assigned by the manufacturer.
Class	Read only. Type of Configuration Item.
Category	Optional. Further description of Class.
Subcategory	Optional. Based on Category selected.
Status(installed_status)	Where the CI is in its life cycle. Updated by ServiceNow, but can be edited.
Support group	The group that will be notified when an incident or change is recorded against this CI; the group that supports this CI.
Maintenance Group	Hardware only. Optional.
Impact to HealthCare Operations	Application service and services only. Read only.
DR team managed	Application service only. Optional. Select checkbox if managed.
Description	Describe the function of this device or what the application service does.
Keyword Terms	Words that users who call the Service Desk may use to describe this application service.
Comments	Read only for application services. Additional information for this CI.
Cl Owner	The MGB ID of the person accountable for the technical outcomes the business wants to achieve with this CI. Required to approve change requests. Works with the CMDB Coordinators, if necessary, to ensure the accuracy of the CI records. Consults with Business & Technical Owner for downtime. Typically has ServiceNow access (ITIL role).
Owning Entity	The entity that owns the CI.
Business Owner	The MGB ID of the person typically responsible for budget and communication within the line(s) of business. Stakeholder that consults with CI Owner for downtime. Typically does not have ServiceNow access.
Technical Owner	The MGB ID of the person responsible for support and implementation of changes to the CI. Internal SME (subject matter expert) who works with the vendor as necessary. Typically has ServiceNow access (ITIL Role).
Location	Hardware only. The location of this CI. Location of the host if it is a virtual machine. For the Data Centers, use the format: "MGB/Needham Data Center" and "MGB/Marlborough Data Center."
Support Level	See the following chart.

# ITSM CMDB Coordinators Role and Responsibilities

# Support Level Guidelines

Support Level	Support	Response Expectation	Resolution
Mission	24x7x365	15 minutes	ASAP
Business	7am - 7pm x 7 days/week	15 minutes	ASAP
Standard Support	7am - 5pm x 5 days/week (no holidays)	24 hours	1 hour
Pre-Production	7am - 7pm x 5 days/week (no holidays)	No expectation/Best effort	
Non-Production	7am - 7pm x 5 days/week (no holidays)	24 hours	

### Maintaining Relationships

The relationship between CIs (such as between application services and servers) is accessed via the CI detail view. This relationship is noted in the CI record, as shown in the following graphic.

Related Items: 💠 🔀 🏣 🙀 🔀 🛄 Show 🔳 🔻	Levels	~
Depends on - Databases     G # CACHE (MST) - PEC     G # CACHE (REF) - PEC		
Runs on - Windows Servers		
☐ f <sup>□</sup> phsweb1214	R	

Mapping of relationships allows ServiceNow to auto-populate the Impacted CIs tab for all CIs associated in the Affected CIs tab. This, in turn, allows us to better understand the impact of a change, incident, or problem, as it relates to application services, hardware, or services.

Note that relationships are viewed from the customer's perspective, where the line of business (MGH, BWH, and so on) is considered the highest-level parent. As such, the application service CI is considered the parent CI to servers, databases, and infrastructure services. Relationships are usually maintained at the parent CI. For network gear-to-network gear, each CI can serve as both a parent and child.

Note: Depending on the hierarchy, any CI can be viewed as both a parent and child. For example, although an application service is a child to the parent line of business, it is a parent CI to an associated server.



Relationship	Relationship Type	Parent Cl	Child Cl	Impacted CIs Tab (on Change)
App-to-SharePoint	Depends on(Parent)	App Cl	SharePoint	For Change to SharePoint, tab
				lists mapped application services
<u>App-to-Server</u>	Runs On(Parent)	App Cl	Server Cl	For Change to Server, tab lists mapped application services
App-to-Network Appliance	Runs On(Parent)	Арр СІ	Network Appliance	For Change to Network Appliance, tab lists mapped application services
App-to-ESX Server	Connected to(Parent)	App CI	ESX server Cl	For Change to ESX server, tab lists mapped application services
App-to-SQL Server/Database	Used By(Child)	App Cl	SQL database Cl	For Change to SQL database, tab lists mapped application services
Server-to-Storage Server	Stored on(Parent)	Server	Storage server	For Change to storage server, tab lists mapped servers
App-to-Isilon Storage Server	Depends on(Parent)	Арр СІ	Isilon storage server CI	For Change to Isilon storage server, tab lists mapped application services
Cloud App-to-Cloud Service	Depends on(Parent)	Арр СІ	Infrastructure service CI	For Change to Cloud service, tab lists mapped application services
<u>WAN Circuit-to-IP</u> <u>Router/Switch</u>	IP Connection(Parent) or	WAN Circuit	IP router/IP switch	For Change to WAN circuit, tab lists remote site
	IP Connection(Child)	IP router/switch	WAN Circuit	
App-to-Technical Service • App-to-Citrix • App-to-LDAP • App-to-Okta	Used By(Child)	Арр СІ	Technical service Cl	For Change to Technical service, tab lists mapped application services
Web App to Shared Web Farm	Runs on (Parent) and Depends on (Parent)	Арр СІ	Shared web farm infra- structure service Cl/ File replication Cl	For Change to Shared web farm service or File replication CI, tab lists mapped application services

Relationships should be mapped using the following types of relationships:

Note: For information on customizing your view of CI relationships, see <u>KB0032972</u>.

#### Adding app-server relationships

Add a relationship using the following steps. These steps describe how to map a server to an application service. App-server relationships are always added at the application service CI (parent).

Parent Cl	Relationship	Child Cl
App Cl	Parent (Runs On)	Server CI*

\*Note that this is the only relationship currently enabled on the Impacted CIs tab in ServiceNow.

- 1. Locate the application service CI in the previously created list view, and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

Ownership	nip Related CI's	Configuration	Financial	Location	General
Related Iter	Items				

3. In the Suggested relationship types section, click Runs On...

#### ITSM CMDB Coordinators Role and Responsibilities

Suggested relationship types		
* Depends on (Parent)		Hide CI relationships
* Distributed by (Parent)		Hide user relationships
* Modules (Parent)		
* Runs on (Parent)		Hide group relationships
* Used by (Child)		
* Used by (Parent)	-	
* Used by (Parent)	-	

4. Click the magnifying glass under Configuration Items and type the name of the server in the search box.

Note: The Class must be Server. You must set the class before typing the name of the Cl.

Configu	ration	Items								
<b>نې</b>	Q	Name A	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category
		phsweb1214	Search	Search	Search	Search	Search	Search	Search	Search
		(empty)	Storage Server	Installed						Hardware
		(empty)	Storage Server	Retired	<u>multi user</u>					Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
		(empty)	Storage Server	Retired						Hardware
								• ••	1 to 10 of	103991 🕨 🕨

5. Once you find the server, click to select the check box and then click the +. Repeat for multiple servers.

Configu	uration Items								
<b>Ø</b>	Name A	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category
	phsweb1214	Search	Search	Search	Search	Search	Search	Search	Search
	phsweb1214	Windows Server	Installed				<u>server - phs</u>		Hardware
	phsweb1214-old	Windows Server	Retired		1		<u>server - phs</u>	Provation Web/App server	Hardware
							44	<ul> <li>▲ 1 to</li> </ul>	2 of 2 🕨 🕨
Relatio	nships							-	+ 🗊 🕐

Note: Existing relationships are shown at the bottom of the screen.

6. Click **Save** at the bottom of the screen.

#### Adding app-SQL server/database relationships

Mapping for these relationships varies based on whether you are working with a **standalone** Windows/SQL server or a **shared** Windows/SQL server.

- For standalone Windows/SQL server, complete the app-server mapping as previously described.
- For **shared** Windows/SQL server, complete the app-server mapping <u>as previously described</u>, then complete the following steps to map to instance of the SQL database as follows. Note that you complete this mapping from the Child CI (the SQL database) in order to ensure that you are mapping from the correct database instance.

Child Cl	Relationship	Parent Cl
SQL database CI	Child CI (Used by)	App Cl

1. Use the application navigator to view the Microsoft SQL CIs.



2. Use the drop-down list to change the search from Name to Database Instance.

	MSFT SQL C	atalogs New Search	Database Instance V *PHS	QLS16T1					√- ≪≪	<ul> <li>1 to 1 of</li> </ul>	f1 🕨 🕨
	T All:	≻ Status(Install_status) != Re	tired > Name	tabase Instance Name	contains PHSQLS16T1					174 total MSFT	SQL Catalogs
• 🕸	Q	≡ Name		≡ Serial number	■ Manufacturer	≡ CI Owner	Business Owner	Technical Owner	≡ Support group	≡ Support Level	<b>≡</b> Location
		Search	*PHSQLS16T1	Search	Search	Search	Search	Search	Search	Search	Search
▼ <u>Dat</u>	abase instar	nce: MSSQLSERVER@phsqls	<u>16t1 (174)</u>								
	i	THP S A	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	(i)	witt bwh transactional	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	i	PHS HIS OPS	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	i	MGH_Ncrs	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	i	JIRADB6 1	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)

3. Use the field to search for the database instance. Use the format \*<server name> to narrow your search.

E MS	FT SQL Ca	talogs New Search	Database Instance v *PHS	QLS16T1					_~ ≪≪	< 1 to 1 of	f1 🕨 🕨
···· •	💬 🍸 All>Status(Install_status) != Retired > Name Is not empty> Database Instance Name co., Jins PHSQLS16T1									SQL Catalogs	
• 🕸	Q	<b>≡</b> Name	<b>Database instance</b>	≡ Serial number	■ Manufacturer	≡ CI Owner	<b>≡</b> Business Owner	≡ Technical Owner	≡ Support group	≡ Support Level	$\equiv$ Location
		Search	*PHSQLS16T1	Search	Search	Search	Search	Search	Search	Search	Search
▼ <u>Datab</u>	ase instanc	e: MSSQLSERVER@phsqls	<u>16t1 (174)</u>								
	(i)	THP S A	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	i	witt bwh transactional	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	í	PHS HIS OPS	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	í	MGH_NCrs	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
	í	JIRADB6 1	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)

4. Click to select the Name. Note that the instance that you select must have a status of Installed.

T SQL Ca	talogs New Search	Database instance <b>v</b> Sear	ch					~ ≪≪	<ul> <li>1 to 1 of</li> </ul>	f1 ▶ ▶▶
₹ All>	Status(install_status) != Ref	tired > Name is not empty > Da	tabase instance Name o	contains PHSQLS16T1					174 total MSFT	SQL Catalogs
Q	<b>≡</b> Name	<b>E</b> Database instance	≡ Serial number	■ Manufacturer	$\equiv$ CI Owner	$\equiv$ Business Owner	≡ Technical Owner	≡ Support group	≡ Support Level	$\equiv$ Location
	Search	*PHSQLS16T1	Search	Search	Search	Search	Search	Search	Search	Search
e instand	ce: MSSQLSERVER@phsqls1	16t1 (174)								
í	THP S A	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
(j)	witt bwh transactional	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
í	PHS HIS OPS	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
(j)	MGH_Ncrs	MSSoLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
í	JIRADB6 1	MSSQLSERVER@phsqls16t1		(empty)	(empty)	(empty)	(empty)	(empty)		(empty)
~	~~~~	and	sore	~~~	~~~	sse	sse	~~~	~~~~	~~
	r sql ca ? All> Q einstan (î) (î) (î)	SQL Catalogs     Now     Search       P     All > Status(Install_status) I= Re       Q     ≡ Name       Search       einstance:     MSSQLSERVER@phsqls       (i)     THP_S_A       (i)     WITL bwh. transactional       (i)     PHS_HIS_OPS       (i)     MGH_NCrs       (i)     JIRADB6_1	SQL Catalogs     New     Search     Database Instance v     Search       All > Status(Install_status) != Retired > Name is not empty> Da     Q     E Name     E Database instance A       Q     = Name     = Database instance A     Search     *PHSQL516T1       e instance:     MSSQLSERVER@phsqls16t1     (174)       (i)     THP_S_A     MSSQLSERVER@phsqls16t1       (i)     WILL bwh_transactional     MSSQLSERVER@phsqls16t1       (i)     PHS_HIS_OPS     MSSQLSERVER@phsqls16t1       (i)     MGH_NCTS     MSSQLSERVER@phsqls16t1       (i)     JIRADB6_1     MSSQLSERVER@phsqls16t1	SQL Catalogs       New       Search       Database instance v       Search         P All> Status(Install_status) I= Retired > Name Is not empty > Database Instance Name G       Q       E Name       E Database Instance A       E Serial number         Q       E Name       E Database Instance A       E Serial number         Search       *PHSQLSIGTI       Search         e Instance: MSSQLSERVER@phsqls16t1 (174)       I       IHP S.A         Ii       IHP S.A       MSSQLSERVER@phsqls16t1         Ii       WILL bwh. transactional       MSSQLSERVER@phsqls16t1         Ii       PHS HIS_OPS       MSSQLSERVER@phsqls16t1         Ii       MGH. Ncrs       MSSQLSERVER@phsqls16t1         Ii       JIBADBE_1       MSSQLSERVER@phsqls16t1	SQL Catalogs       New       Search       Database instance v       Search         * All> Status(Install_status) I= Retired > Name Is not empty> Database Instance Name contains PHSQLSIGTI       Search       = Manufacturer         Q       = Name       = Database instance A       = Serial number       = Manufacturer         Search       *PHSQLSIGTI       Search       Search         einstance: MSSQLSERVER@phsqlsIGt1 (174)       (i)       IHP_S_A       MSSQLSERVER@phsqlsIGt1       (empty)         (i)       HHP_S_A       MSSQLSERVER@phsqlsIGt1       (empty)         (i)       Witt_bwh_transactional       MSSQLSERVER@phsqlsIGt1       (empty)         (i)       PHS_HIS_OPS       MSSQLSERVER@phsqlsIGt1       (empty)         (i)       MGH_NCrs       MSSQLSERVER@phsqlsIGt1       (empty)         (i)       JIBADBE_1       MSSQLSERVER@phsqlsIGt1       (empty)	SQL Catalogs       Nvv       Search       Database instance v       Search         * All > Status(install_status) I= Retired > Name is not empty> Database instance Name contains PHSQL516T1       Q       The manufacturer       The CI Owner         Q       The manufacture       The Database instance A       The Search       Search       Search         Search       *PHSQL516T1       Search       Search       Search       Search         sinstance:       MSSQLSERVER@phsql516t1 (174)       Search       Search       Search         (i)       IHP_S_A       MSSQLSERVER@phsql516t1       (empty)       (empty)         (i)       WIIT_bwh_transactional       MSSQLSERVER@phsql516t1       (empty)       (empty)         (i)       PHS_HIS_OPS       MSSQLSERVER@phsql516t1       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)         (ii)       JIBADB6_1       MSSQLSERVER@phsql516t1       (empty)	ISQL Catalogs       New       Search         Search       PAIL> Status(Install_status) I+ Rettred> Name Is not empty> Database Instance Name contains PHSQLS16T1         Q <ul> <li>E Name</li> <li>E Database Instance A</li> <li>E Search</li> <li>PHSQLS16T1</li> <li>Search</li> <li>Search</li> </ul> Image: Search       *PHSQLS16T1       Search       Search       Search         search       *PHSQLS16T1       Search       Search       Search         sinstance: MSSQLSERVER@phsqls16t1       (empty)       (empty)       (empty)         (i)       THP_S_A       MSSQLSERVER@phsqls16t1       (empty)       (empty)         (i)       WITL bwh transactional       MSSQLSERVER@phsqls16t1       (empty)       (empty)         (i)       PHS_HIS_OPS       MSSQLSERVER@phsqls16t1       (empty)       (empty)         (i)       PHS_HIS_OPS       MSSQLSERVER@phsqls16t1       (empty)       (empty)         (i)       MSSQLSERVER@phsqls16t1       (empty)       (empty)       (empty)         (i)       MSSQLSERVER@phsqls16t1       (empty)       (empty)       (empty)         (ii)       MSSQLSERVER@phsqls16t1       (empty)       (empty)       (empty)       (empty)         (ii)	ISQL Catalogs       Now       Search       Database Instance v       Search         III > Status(Install_status) I= Retired > Name is not empty > Database Instance Name contains PHSQL516T1       Cover       E Business Owner       E Technical Owner         Q       E Name       E Database Instance A       E Search       Search       Search       Search         Search       *PHSQL516T1       Search       Search       Search       Search       Search         sinstance: MSSQLSERVER@phsql516t1       ITHP_S_A       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)         (i)       IHP_S_A       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)         (i)       WIII. bwh transactional       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)         (i)       PHS_HIS_OPS       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       (empty)       (empty)       (empty)       (empty)         (i)       MSSQLSERVER@phsql516t1       <	ISQL Catalogs       How       Search       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓   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5. Click the Related Cl's tab and the + on the right.

wnership	Related CI's	Configuration	Financial	Location	General
Related Iter	ems				

6. In the Suggested relationship types section, click the upper Used by (Child)...

Suggested relationship types		
Used by (Child)		Hide CI relationships
* Used by (Child)		Hide user relationships
Uses (Parent) Allocated from (Child)		Hide group relationships
Allocated from (Parent)		
Allocated to (Child)	-	

7. Click the magnifying glass under Configuration Items and type the name of the application service CI in the search box. Use the format \*<application service name> to narrow your search.

*Note: The Class must be Application. You must set the class and click* **Run Filter** *before typing the name.* 

Configu	uration I	tems									
<b>Ø</b>	Q	Name	Created A	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
		*IMed	Search	Search	Search	Search	Search	Search	Search	Search	Search
		IMEDConsent - nwh	2014-08-17 11:06:29 PM		Application	Installed	<u>Meghan</u> Ferguson	Diana Norcross	<u>Amanda</u> <u>Harrigan</u>	<u>complementary</u> <u>applications analyst -</u> <u>nwh</u>	Software
		imedconsent-nwh.partners.org	2017-03-23 6:44:29 PM		Web Site	Installed					
		IMEDConsent (TST) - nwh	2017-12-27 11:59:15 AM		Application	Installed	<u>Meghan</u> Ferguson	Diana Norcross	<u>Amanda</u> <u>Harrigan</u>	<u>complementary</u> applications analyst - nwh	Software
		LogiApps/PatientWaitTimeDashboard	2020-09-27 3:04:57 PM		IIS Virtual Directory	Installed					
		LogIInfo/PatientWaitTimeDashBoard	2020-09-27 3:06:22 PM		IIS Virtual Directory	Installed					
		Default Web Site/iMed4web	2020-09-27 7:57:22 PM		IIS Virtual Directory	Installed					
		Default Web Site/iMed4WebApi	2020-09-27 7:57:22 PM		IIS Virtual Directory	Installed					
		Default Web Site/iMed4Web	2020-09-27 8:00:34 PM		IIS Virtual Directory	Installed					
		Default Web Site/iMed4WebApi	2020-09-27 8:00:34 PM		IIS Virtual Directory	Installed					
		Default Web Site/WaitTimeDisplay	2021-09-22 5:46:20 AM		IIS Virtual Directory	Installed					
										<b>44 4 1</b> to 10	of 10 🕨 🕨

8. Once you find the application service, click to select the check box and then click the +.

Note: Existing relationships are shown at the bottom of the screen.

Configu	Configuration Items										
\$	Q	Name 🔺	Serial number	Class	Status(install_status)	Impact to HealthCare Operations	CI Owner	Business Owner	Technical Owner	Support group	Category
		IMed	Search	Search	Search	Search	Search	Search	Search	Search	Search
		IMEDConsent (TST) - nwh		Application	Installed		Meghan Ferguson	Diana Norcross	<u>Amanda Harrigan</u>	<u>complementary</u> applications analyst - nwh	Software
		IMEDConsent - nwh		Application	Installed		Meghan Ferguson	Diana Norcross	Amanda Harrigan	<u>complementary</u> <u>applications analyst - nwh</u>	Software
		imedconsent- nwh.partners.org		Web Site	Installed						
											o 3 of 3 🕨 🕨
Relatio	nships										+ 🗊 🕐

9. Click **Save** at the bottom of the screen.

#### Adding app-Isilon storage server relationships

Add a relationship using the following steps. App-Isilon storage server relationships are always added at the application service CI (parent).

Parent Cl	Relationship	Child Cl
App Cl	Parent (Depends on)	Isilon storage server CI

- 1. Locate the application service CI and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

Ownership	Related CI's	Configuration	Financial	Location	General
Related Ite	ms				

3. In the Suggested relationship types section, click Depends on...

Suggested relationship types	
* Depends on (Parent)	Hide CI relationships
* Distributed by (Parent)	Hide user relationships
* Modules (Parent)	
* Runs on (Parent)	Hide group relationships
* Used by (Child)	
* Used by (Parent)	<b>•</b>
Leve votet is	

4. Click the magnifying glass under Configuration Items and type the name of the storage server in the search box. For Digital Health eCare apps, use "phspecisilon." For all other apps, use "phsisilon2."

Note: The Class must be Storage Server. You must set the class and click **Run Filter** before typing the Isilon storage server Cl.

3	Q	Name 🔺	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category
		phspecisilon	Search	Search	Search	Search	Search	Search	Search	Search
		phspecisilon1	Storage Server	Installed				<u>san - phs</u>	eCARE	Hardware
		phspecisilon1-1	Storage Server	Installed		-		<u>san - phs</u>	eCARE	Hardware
		phspecisilon1-10	Storage Server	Installed				<u>san - phs</u>	eCARE	Hardware
		phspecisilon1-11	Storage Server	Installed				<u>san - phs</u>	SN - SS210- 431636-0001	Hardware
		phspecisilon1-12	Storage Server	Installed				<u>san - phs</u>	SN - SS210- 431635-0023	Hardware
		phspecisilon1-13	Storage Server	Installed				<u>san - phs</u>		Hardware
		phspecisilon1-14	Storage Server	Installed				<u>san - phs</u>		Hardware
		phspecisilon1-15	Storage Server	Installed				<u>san - phs</u>		Hardware
		phspecisilon1-16	Storage Server	Installed				<u>san - phs</u>		Hardware
		phspecisilon1-17	Storage Server	Installed				<u>san - phs</u>		Hardware

5. Once you find the Isilon storage server, click to select the check box and then click the +.

Configu	uration	Items								
<u>بې</u>	9	Name 🔺	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category
	× <	phspecisilon	Search	Search	Search	Search	Search	Search	Search	Search
		phspecisilon1	Storage Server	Installed				an - phs	eCARE	Hardware
		phspecisilon1-1	Storage Server	Installed				<u>ian - phs</u>	eCARE	Hardware
		phspecisilon1-10	Storage Server	Installed				<u>ian - phs</u>	eCARE	Hardware
		phspecisilon1-11	Storage Server	Installed				<u>an - phs</u>	SN - SS210- 431636-0001	Hardware
		phspecisilon1-12	Storage Server	Installed				<u>ian - phs</u>	SN - SS210- 431635-0023	Hardware
		phspecisilon1-13	Storage Server	Installed				<u>ian - phs</u>		Hardware
		phspecisilon1-14	Storage Server	Installed				<u>ian - phs</u>		Hardware
		phspecisilon1-15	Storage Server	Installed				<u>ian - phs</u>		Hardware
		phspecisilon1-16	Storage Server	Installed				<u>ian - phs</u>		Hardware
		phspecisilon1-17	Storage Server	Installed				an - phs		Hardware
									1 to 10	of 62 🕨 🕨
Relatio	nships						45			+ 🛍 🕐

Note: Existing relationships are shown at the bottom of the screen.

6. Click **Save** at the bottom of the screen.

#### Adding cloud app-cloud service relationships

Cloud application services get mapped to the Cloud Software as a Service (SaaS) CI. Add this relationship using the following steps. For these relationships, the cloud app is considered the parent to the Cloud Software as a Service (SaaS) CI.

Child Cl	Relationship	Parent Cl
Cloud Service	Child (Used by)	Cloud App

- 1. Locate the cloud service CI (Cloud Software as a Service (SaaS) mgb) and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

3. In the Suggested relationship types section, click Used by (Child)...

Suggested relationship types	
* Depends on (Parent)	Hide CI relationships
* Distributed by (Parent)	Hide user relationships
* Modules (Parent)	
* Runs on (Parent)	Hide group relationships
* Used by (Child)	
* Used by (Parent)	<b>•</b>
4.1. (al.4.0)	

4. Click the magnifying glass under Configuration Items and type the name of the application service in the search box.

Config	uration I	tems								
<b>\$</b>	Q	Name A	Class	Status(install_status)	Cl Owner	Business Owner	Technical Owner	Support group	Description	Category
		ServiceNow	Search	Search	Search	Search	Search	Search	Search	Search
		<u>ServiceNow</u>	Application	Installed				ServiceNow - phs	ServiceNow is a software platform that supports IT service management and automates common business processes. This software as a service (Saa5) platform contains a number of modular applications that can vary by instance and user.	Software
		ServiceNow.(DEV)	Application	Installed				ServiceNow-phs	DEV instance ServiceNow Is a software platform that supports IT service management and automates common business processes. This software as a service (Saa5) platform contains a number of modular applications that can vary by instance and user.	Software
		ServiceNow (QA)	Application	Installed				ServiceNow - phs	QA instance ServiceNow is a software platform that supports IT service management and automates common business processes. This software as a service (SaaS) platform contains a number of modular applications that can	Software

5. Once you find the CI, click to select the check box and then click the +.

Configu	iration Items								
ঞ্	Name A	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category
	servicenow	Search	Search	Search	Search	Search	Search	Search	Search
	ServiceNow	Application	Installed				ServiceNow - phs		Software
	ServiceNow (DEV)	Application	Installed				ServiceNow - phs		Software
	ServiceNow (QA)	Application	Installed				ServiceNow - phs		Software
	ServiceNow (SUP)	Application	Installed				ServiceNow - phs		Software
	ServiceNow (TRN)	Application	Installed				ServiceNow - phs		Software
	ServiceNow (TST)	Application	Installed				ServiceNow - phs		Software
	ServiceNow MID Server	Application Module	Installed				ServiceNow - phs		Software
	<u>ServiceNowHR -</u> <u>mgb</u>	Application	Installed				<u>peoplesoft hris -</u> <u>phs</u>		Software
							44	< 1 to 8	3 of 8 🕨 🕨
Relation	nships							-	⊦ 啦 ?

Note: Existing relationships are shown at the bottom of the screen.

6. Click **Save** at the bottom of the screen.

#### Adding network WAN circuits-to-IP router/switch relationships

#### Note: This relationship is mapped by the network team.

When mapping network WAN circuits-to-IP router/switch relationships, the relationship is always made from the WAN circuit. As it pertains to effective Change Management, for the network WAN circuit, the remote site router will show as the Impacted CI.

- When mapping to a **remote site** IP router/switch, the WAN circuit is the child in the relationship formatter, and the relationship is **IP Connection (Child)...**
- When mapping to a **core** IP router/switch, the WAN circuit is the parent in the relationship formatter, and the relationship is **IP Connection (Parent)...**



#### Add a relationship from the WAN circuit to a site router using the following steps.

- 1. Locate the network WAN circuit CI and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

Ownership	Related CI's	Configuration	Financial	Location	General			
								<u>_</u>
Related Iter	ms					Q Search for CI	+	

3. In the Suggested relationship types section, click IP Connection (Child)...

✓ Use suggested relationships	
Suggested relationship types instantiates (Parent) Instantiates (Parent) IP Connection (Child)	Hide CI relationships Hide user relationships Hide group relationships
Located in (Parent) Located in (Parent)	-

4. Click the magnifying glass under Configuration Items and type the name of the target IP switch or router in the search box (you can use an asterisk "\*" as a wildcard to assist in your search).

Filter										
Class		•	Is	✓ IP Switch	~	AND OR X				
Status(i	(install_	_status) 🔻	is not	✓ Retired	~	AND OR X				
Run filt	lter									
								6		
Configura	ration It	tems								
Configura	ration It	tems Name A	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
Configura	ration It	Name A	Serial number Search	Class Search	Status(install_status)	CI Owner Search	Business Owner Search	Technical Owner Search	Support group	Category Search
Configura	ration It	Name A a100cumming a100cummingsr2	Serial number Search CAT1940U1SP	Class Search IP Switch	Status(install_status) Search Installed	Cl Owner Search	Business Owner Search	Technical Owner Search	Support group Search neteng_nsmc	Category Search
Configura	Q	Allocummingsi allocummingsi allocent	Serial number Search CAT1940U1SP SAL221201XE	Class Search IP Switch IP Switch	Status(install_status) Search Installed Installed	Cl Owner Search	Business Owner Search	Technical Owner Search	Support group Search neteng - nsmc neteng - nsmc	Category Search Network - Telecom
Configura	cation It	Name A           a100cummings(2           a102c151           a102c152	Serial number Search CAT1940U1SP SAL221201XE SAL221201XG	Class Search IP Switch IP Switch IP Switch	Status(install_status) Search Installed Installed Installed	Cl Owner	Business Owner	Technical Owner	Support group Search Reteng - nsms Reteng - nsms Reteng - nsms	Category Search Network - Telecom
Configura ©	cation It	Name A 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming: 100cumming	Serial number Search CAT1940U1SP SAL221201XE SAL221201XG FD0221SQ0TD	Class Search IP Switch IP Switch IP Switch IP Switch	Status(install_status) Search Installed Installed Installed Installed Installed	Cl Owner Search	Business Owner Search	Technical Owner	Support group Search Neteng - nsmc Neteng - nsmc Neteng - nsmc Neteng - nsmc	Category Search Network - Telecom

5. Once you find the CI, click to select the check box and then click the +.

Note: Existing relationships are show	n at the bottom of the screen.
---------------------------------------	--------------------------------

Config	Configuration Rems									
<b>Ø</b>		Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category	
	a100cummings	Search	Search	Search	Search	Search	Search	Search	Search	
	a100cummingsr2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc		
	<u>a102e1s1</u>	SAL221201XE	IP Switch	Installed				neteng - nsmc	Network - Telecom	
	<u>a102e1s2</u>	SAL221201XG	IP Switch	Installed				neteng - nsmc		
	a102e1s5	FDO2215Q0TD	IP Switch	Installed				neteng - nsmc		
	<u>a104e1s1</u>	SPE17050081	IP Switch	Installed				neteng - nsmc		
	a104e2s1	FXS2213Q1WB	IP Switch	Installed				neteng - nsmc		
	<u>a104e3s1</u>	FXS2213Q2A3	IP Switch	Installed				<u>neteng - nsmc</u>		
	<u>a104ell1s1</u>	JAD222002TM	IP Switch	Installed				neteng - nsmc		
	a1069broadway1s1	FXS1646Q12D	IP Switch	Installed				neteng - nsmc		
	a130countyrdbs1	FDO2215Q00U	IP Switch	On Order				<u>neteng - nsmc</u>		
								44 4 1	to 10 of 3680 🕨 🍽	
Relatio	nships								+ 🗊 🕐	

6. Click **Save** at the bottom of the screen.



## Add a relationship from the WAN circuit to a core router using the following steps.

- 1. Locate the network WAN circuit CI and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

Ownership	Related CI's	Configuration	Financial	Location	General
Related Iter	ms				

3. In the Suggested relationship types section, click IP Connection (Parent)...

✓ Use suggested relationships	
Suggested relationship types Instantiated by (Child) Instantiates (Parent) IP Connection (Child) IP Connection (Parent) Located in (Parent)	<ul> <li>Hide CI relationships</li> <li>Hide user relationships</li> <li>Hide group relationships</li> </ul>

4. Click the magnifying glass under Configuration Items and type the name of the target IP switch or router in the search box (you can use an asterisk "\*" as a wildcard to assist in your search).

Filter	Filter									
Class		•	ls	IP Switch	~	AND OR X				
Statu	Status(install_status)     V     Is not     Retired     AND     OR     X									
Run f	Run filter									
								6		
Config	uration It	tems								
<b>1</b>	Q	Name 🔺	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
		a100cummings	Search	Search	Search	Search	Search	Search	Search	Search
		a100cummingsr2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc	
		<u>a102e1s1</u>	SAL221201XE	IP Switch	Installed				<u>neteng - nsmc</u>	Network - Telecom
		<u>a102e1s2</u>	SAL221201XG	IP Switch	Installed				neteng - nsmc	

5. Once you find the CI, click to select the check box and then click the +.

Note: Existing relationships are shown at the bottom of the screen.

Config	Configuration Items								
10	<b>*</b>	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
	e100cummings	Search	Search	Search	Search	Search	Search	Search	Search
	a100cummingsr2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc	
	<u>a102e1s1</u>	SAL221201XE	IP Switch	Installed				neteng - nsmc	Network - Telecom
	a102e1s2	SAL221201XG	IP Switch	Installed				neteng - nsmc	
	a102e1s5	FDO2215Q0TD	IP Switch	Installed				neteng - nsmc	
	<u>a104e1s1</u>	SPE17050081	IP Switch	Installed				neteng - nsmc	
	a104e2s1	FXS2213Q1WB	IP Switch	Installed				neteng - nsmc	
	<u>a104e3s1</u>	FXS2213Q2A3	IP Switch	Installed				neteng - nsmc	
	a104ell1s1	JAD222002TM	IP Switch	Installed				neteng - nsmc	
	a1069broadway1s1	FXS1646Q12D	IP Switch	Installed				neteng - nsmc	
	a130countyrdbs1	FDO2215Q00U	IP Switch	On Order				<u>neteng - nsmc</u>	
								◀◀ ◀ _ 1	to 10 of 3680 🕨 🕨
Relatio	nships								+ 🗊 💿

6. Click **Save** at the bottom of the screen.



#### Adding app-Technical Service relationships

Add application services to Technical Service relationships (such as to Citrix, LDAP, and Okta) using the following steps.

Child Cl	Relationship	Parent CI
Technical service CI	Child (Used by)	Application

- 1. Locate the Technical service CI and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

wnership Related CI's Configuration Fir	ancial Location General	
tems		Q Search for CI

3. In the Suggested relationship types section, click Used by (Child)...

Suggested relationship types	
* Depends on (Parent)	Hide CI relationships
* Distributed by (Parent)	Hide user relationships
* Modules (Parent)	
* Runs on (Parent)	Hide group relationships
* Used by (Child)	
* Used by (Parent)	<b>•</b>
*** (cl.1.0	

4. Type the name of the Technical Service application in the search box.

Note: The Class must be Application. You must set the class and click **Run Filter** before typing.

3	Q	Name 🔺	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
		Citrix	Search	Search	Search	Search	Search	Search	Search
		<u>Citrix (TEST) - mgb</u>	Application	Retired				<u>citrix - phs</u>	Software
		<u>Citrix - awhp</u>	Application	Installed				it operations - nhp	Software
		<u>Citrix - bwpo</u>	Application	Installed				<u>BWHMA Info</u> Systems - bwh	
		<u>Citrix - DHeC</u>	Application	Installed				<u>citrix - DHeC</u>	Digital Health eCare
		<u>Citrix - mgb</u>	Application	Installed				<u>citrix - phs</u>	Software
		<u>Citrix - NSMC</u>	Application	Retired				<u>server - phs</u>	Software
		CITRIX - SCC	Application	Retired	_				Software
		CITRIX - SRH	Application	Retired					Software
		<u>Citrix - wdh</u>	Application	Installed				IS Service Desk Escalation - WDH	Software
		<u>Citrix ADC</u> Infrastructure Enterprise Test	Infrastructure Service	Installed				application platform integration - phs	

5. Once you find the CI, click to select the check box and then click the +.



Note: Existing relationships are shown at the bottom of the screen.

6. Click **Save** at the bottom of the screen.

#### Adding web app-Shared farm relationships

Web application services that run on shared web farms include relationships both to the server farm and to the replication service that enables this sharing.

First, add application services to shared web farm relationships using the following steps.

Parent Cl	Relationship	Child Cl
Application	Parent (Runs on)	Shared Web Farm
		infrastructure service CI

- 1. Locate the application service CI and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

3. In the Suggested relationship types section, click Runs on (Parent)...

Suggested relationship types		
* Depends on (Parent) * Distributed by (Parent) * Modules (Parent) * Roms on (Parent) * Used by (Child)	•	Hide CI relationships Hide user relationships Hide group relationships
* Used by (Parent)	•	

4. Type the name of the share farm service in the search box.

*Note: The Class must be Infrastructure Service. You must set the class and then click Run Filter <i>before typing.* 

Configu	uration If	tems									
徽	Q	Name	Created A	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
		Web	Search	Search	Search	Search	Search	Search	Search	Search	Search
		Web ServicesNET Endpoint - mgb	2014-08-17 11:06:23 PM		Infrastructure Service	Installed	Christopher Dascomb	<u>Steven</u> Raymond	Christopher Dascomb	<u>web server</u> oncall - phs	Service
		Web Farm - Cache Clinical	2016-06-29 1:28:39 PM		Infrastructure Service	Installed	<u>Christopher</u> <u>Dascomb</u>	<u>Steven</u> Raymond	Adam Lyon	<u>web server</u> oncall - phs	Software
		Web Farm - Clinical .NET Intranet	2016-06-29 1:29:03 PM		Infrastructure Service	Installed	Christopher Dascomb	<u>Steven</u> Raymond	Adam Lyon	<u>web server</u> oncall - phs	Service
		Web Farm - secured external	2016-07-12 10:43:10 AM		Infrastructure Service	Installed	<u>Christopher</u> <u>Dascomb</u>	<u>Steven</u> Raymond	Adam Lyon	<u>web server</u> oncall - phs	Service
		WebOperations	2017-06-30 6:10:35 PM		MSFT SQL Catalog	Retired					
		WebOperations	2017-06-30 6:21:29 PM		MSFT SQL Catalog	Absent					
		WEBCFG	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
		webteamwiki	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
		WebAnalyticsServiceApplication_StagingDB_Ocee d384-4ebb-b656-a5b65d25032e	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					
		WebAnalyticsServiceApplication ReportingDB eb 9bdc-4adf-a08c-5a5feae83976	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					
										1 to 10 of 14	133 🕨 🍽

5. Once you find the CI, click to select the check box and then click the +.

Note: Existing relationships are shown at the bottom of the screen.

Configu	ration	items									
-	Q	Name	Created A	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
		Web	Search	Search	Search	Search	Search	Search	Search	Search	Search
		Web ServicesNET Endpoint - mgb	2014-08-17 11:06:23 PM		Infrastructure Service	Installed	-	Steel Second	-	<u>web server</u> oncall - phs	Service
		Neb Farm - Cache Clinical	2016-06-29 1:28:39 PM		Infrastructure Service	Installed	-	Second Second	-	web server oncall - phs	Software
		Web Farm - Clinical .NET Intranet	2016-06-29 1:29:03 PM		Infrastructure Service	Installed		Second Second	-	web server oncall - phs	Service
		Web Farm - secured external	2016-07-12 10:43:10 AM		Infrastructure Service	Installed		Street Street and	-	web server oncall - phs	Service
		WebOperations	2017-06-30 6:10:35 PM		MSFT SQL Catalog	Retired					
		WebOperations	2017-06-30 6:21:29 PM		MSFT SQL Catalog	Absent					
		WEBCFG	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
		webteamwiki	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
		WebAnalyticsServiceApplication_StagingDB_0cee d384-4ebb-b656-a5b65d25032e	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					
		WebAnalyticsServiceApplication_ReportingDB_eb 9bdc-4adf-a08c-5a5feae83976	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					
									44 4	1 to 10 o	f 1433 🕨 🕨
Relation	ships										+ 谊 🕐

6. Click **Save** at the bottom of the screen.

Next, add application services to file replication CI relationships using the following steps.

Parent Cl	Relationship	Child Cl
Application	Parent (Depends on)	File replication Cl

- 1. Locate the application service CI and click the name to display the record.
- 2. Click the Related Cl's tab and the + on the right.

Ownership	Related CI's	Configuration	Financial	Location	General
Related Item	ms				

3. In the Suggested relationship types section, click **Depends on (Parent)...** 

Suggested relationship types		
Depends on (Parent)		Hide CI relationships
* Distributed by (Parent)		Hide user relationships
* Modules (Parent)	_	
* Runs on (Parent)		Hide group relationships
* Used by (Child)		
* Used by (Parent)	-	

4. Type the name of the file replication service in the search box.

*Note: The Class must be Application. You must set the class and then click Run Filter <i>before typing.* 

Configu	uration I	Items									
袋	Q	Name	Created ▲	Serial number	Class	Status(install_status)	Cl Owner	Business Owner	Technical Owner	Support group	Category
		Repliweb content	Search	Search	Search	Search	Search	Search	Search	Search	Search
		<u>Repliweb Content</u> <u>Management</u> (CLINICAL) – mgb	2014-08-17 11:06:48 PM		Application	Installed	inst.	(conduction) (constant)	ha	<u>web server</u> oncall - phs	Software
		<u>Repliweb Content</u> <u>Management (NON-</u> <u>CLINICAL) – phs</u>	2020-02-24 11:43:04 AM		Application	Installed	iner.	(conduction of the state of the	ha	<u>web server</u> oncall - phs	Software
		<u>Repliweb Content</u> <u>Management</u> ( <u>DEV/STG) – phs</u>	2020-02-24 11:55:55 AM		Application	Installed	inst.	(conduction of the state of the	has	web server oncall - phs	Software
										1 to 3 c	f3 🕨 🕨

5. Once you find the CI, click to select the check box and then click the +.

Note: Existing relationships are shown at the bottom of the screen.

		created A	number	Class	Status(install_status)	CI Owner	Business Owner	Owner	group	Category
M	Repliweb content	Search	Search	Search	Search	Search	Search	Search	Search	Search
	Repliweb Content Management (CLINICAL) – mgb	2014-08-17 11:06:48 PM		Application	Installed	inst.	(constant) (and the second	har	<u>web server</u> oncall - phs	Software
	<u>Repliweb Content</u> <u>Management (NON-</u> <u>CLINICAL) – phs</u>	2020-02-24 11:43:04 AM		Application	Installed	(error of the second	(constant) (constant)	har	<u>web server</u> oncall <u>- phs</u>	Software
	<u>Repliweb Content</u> <u>Management</u> ( <u>DEV/STG) – phs</u>	2020-02-24 11:55:55 AM		Application	Installed	ins.	(constant)	-	<u>web server</u> oncall - phs	Software
									1 to 3 c	of 3 🕨 🕽

6. Click **Save** at the bottom of the screen.

# Deleting relationships

You can delete relationships as follows:

1. Click the Related Cl's tab and then click the Relationship Record icon for the relationship you wish to delete.

Ownership	Related CI's	Configuration	General				
Related Ite	ms					Q Search for CI	+ 5
Downstrea	m relationships				Upstream relationships		
{္ပ်ိ} Depen	ds on - Infrastru	cture Services			OF Used by - Linux Servers		
Ū.	[L1] Application	n Hosting and Pu	blishing - m	gb	() ₽ <sup>□</sup> [L1] mgborclp1-shr-r	mdc	
Runs o	n - Linux Server	S					
05	[L1] mgborclp	1-shr-mdc					
0f	[L1] mgborclp	1-shr-ndc					
05	[L1] mgborclp	2-shr-mdc					
05	[L1] mgborclp	2-shr-ndc				N	
Runs o	n - Windows Se	rvers				3	
() f	[L] phsweb12	214					
05	[L1] phsweb1	520					

2. Click the **Delete** button.

Parent	4th Dimension X	Q	0	Port	2
Туре	Runs on::Runs	Q	0		
Child	PHSAPP3	Q	0		

3. ServiceNow displays a confirmation message. Click **Delete** again.



< = Application - 4	th Dimension				€ √	Form	Update	Save	$\uparrow$	4
i≯ Name	4th Dimension	×	Status(install_status)	Installed		~		4		1
Class	Application	~	Criticality	None	lone 🗸 🗸					
				1			0			

Note: You can also click the 4 to the right of **Related Items** and reverse the steps for adding relationships. However, this method does not work if the Cl is retired.

## App Rationalization

The goal of the App Rationalization process is to gain a comprehensive understanding of our Business Applications to reduce redundancies and decrease budgetary costs. By consolidating Business Applications within the same business function, we can identify applications to modernize or upgrade.

CMDB Coordinators have a significant role in the success of this strategic initiative, including:

- Ensuring that all required fields are completed for the Business Applications that you manage. Note the increased emphasis on the Keyword Terms for these records to improve search capabilities.
- Ensuring that correct relationship mapping for the Business Applications and Application Services (formerly "Applications") that you manage.
- Verifying that the new Classification tab is completed by the CI Owners for the Application Services that you manage.

For detailed information about each of these tasks, see <u>App Portfolio Management - KB003975</u>.

# Using the Configuration Item Import Template

The Configuration Item Import Template can be used to import one or more Configuration Items (CIs) into ServiceNow. Click <u>here</u> for additional information. The bottom of the template includes tabs to tailor the information to the type of CI: HW (hardware), Apps (applications), or App-Svr (application-server relationship). For each type of CI, the template also includes an example tab with other helpful information.

Note: ServiceNow automatically runs a Discovery Scan every night to add and update CIs. However, there are a limited number of CI types that are not identified or updated using the Discovery tool (such as HBOX). Use this template to add and update those CI types, as needed.

Note that if you add an application service, you must also add the associated server or servers (if it has not already been added). Likewise, if you add a server, you must add the associated application service or application services (if it has not already been added). Guidelines for completing each field is provided later in this document. All fields are required.

Initiate a request to import CIs into ServiceNow, as follows:

- 1. Complete the template, based on the type of CI. You will need to click **Enable Editing** to make your updates. All fields are required.
- 2. Save the template onto your desktop.
- 3. Using the navigation bar in ServiceNow, select **Service Catalogs** from the Self-Service option. Then, select the **IS Services** catalog.
- 4. Under General Requests, select **Application and Service-Related Requests**. ServiceNow displays the associated request form.
- 5. Complete the form as follows:
  - a. Configuration Item Configuration Management
  - b. Location Enter the location where you sit.
  - c. Category Data Change
  - d. Subcategory Leave blank
  - e. Assignment Group ITSM Configuration Management phs
  - f. Description Enter "See attached" or additional information.
- 6. Attach the completed template to your ticket by clicking the paper clip icon in the upper right corner.
- 7. Click **Order Now** and submit your request.

# Import Template Field Descriptions

Name or MGB Name	Name of the hardware device (Name) or application service (MGB Name). For application services that are used at more than one site, the Configuration Management team may name your application service using the format <application name=""> <site abbreviation&gt;, such as Peoplesoft – MGH.</site </application>
Serial Number	Hardware only. The unique physical or virtual identifier assigned by the manufacturer of this CI.
Manufacturer	Who makes this device.
Manufacturer Product Name	Application service only. The official name of the software from the manufacturer.
Application Module	Application servoce only. Is this an application service module or sub software (Yes or No)?
Model ID	Hardware only. The model number assigned by the manufacturer.
Cl Owner	The MGB ID of the person accountable for the technical outcomes the business wants to achieve with this CI. Required to approve change requests. Works with the CMDB Coordinators, if necessary, to ensure the accuracy of the CI records. Consults with Business & Technical Owner for downtime. Typically has ServiceNow access (ITIL role).
Business Owner	The MGB ID of the person typically responsible for budget and communication within the line(s) of business. Stakeholder that consults with CI Owner for downtime. Typically does not have ServiceNow access.
Technical Owner	The MGB ID of the person responsible for support and implementation of changes to the CI. Internal SME (subject matter expert) who works with the vendor as necessary. Typically has ServiceNow access (ITIL Role).
Support Group	The group that will be notified when an incident or change is recorded against this CI; the group that supports this CI.
Location	Hardware only. The location of this Cl. Location of the host if it is a virtual machine. For the Data Centers, use the format: "MGB/Needham Data Center" and "MGB/Marlborough Data Center."
Owning Entity	The entity that owns the Cl.
In Use at Sites	Which sites use this application service.
Description of this CI	Describe the function of this device or what the application service does.
Support Level	See the following chart.

# Support Level Guidelines

Support Level	Support	Response Expectation	Resolution
Mission	24x7x365	15 minutes	ASAP
Business	7am - 7pm x 7 days/week	15 minutes	ASAP
Standard Support	7am - 5pm x 5 days/week (no holidays)	24 hours	1 hour
Pre-Production	7am - 7pm x 5 days/week (no holidays)	No expectation/Best effort	
Non-Production	7am - 7pm x 5 days/week (no holidays)	24 hours	

# Supplemental Information

Reserved for future use.