

ITSM CMDB Coordinators

Role and Responsibilities

Document Ownership

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

Revision History

Version #	Revision Date	Revision Author	Revision Summary	Approvers
1.0	5/3/2015	Rahul Sheth	Initial creation	
1.1	6/18/2015	Rahul Sheth	Added weekly responsibilities	
1.2	7/20/2015	Rahul Sheth	Created and Excel report	
1.3	1/28/2016	Rahul Sheth	New self-service fields	
2.0	11/14/2016	Paul Censullo	General revision	
3.0	3/31/2017	Paul Censullo	Added additional CI maintenance options	
4.0	9/6/2017	Paul Censullo	Updated graphics	
5.0	11/21/2017	Paul Censullo	Updated options for maintaining CI relationships	
6.0	2/8/2018	Paul Censullo	Clarified method to delete relationships	
7.0	10/15/2018	Paul Censullo	Added steps for mapping relationships for app-Isilon storage servers and cloud apps-to-network gear	
8.0	2/28/2019	Paul Censullo	Added steps for mapping relationships for network gear-to-network gear	
9.0	3/28/2019	Paul Censullo	Added steps for mapping relationships for applications-to-Citrix	
10.0	5/8/2019	Paul Censullo	Added link for customizing CI relationships	
11.0	8/29/2019	Paul Censullo	Corrected steps for adding relationships for cloud app-to-IP switch	
12.0	1/31/2019	Paul Censullo	Added ITSM CMDB Dashboard	

ITSM CMDB Coordinators Role and Responsibilities

13.0	3/30/2020	Paul Censullo	Additional information regarding ServiceNow Discovery	
14.0	8/5/2020	Paul Censullo	Added format for indicating Data Center locations	
15.0	11/30/2020	Paul Censullo	Updated instructions for mapping Citrix apps and Cloud apps	
16.0	2/3/2021	Paul Censullo	Terminology and branding updates	
17.0	4/14/2021	Paul Censullo	Added table of field descriptions for CIs; additional branding updates for Digital Health eCare	
18.0	7/20/2021	Paul Censullo	Corrected links and added mapping for additional relationship types	
19.0	12/9/2021	Paul Censullo	Updates instructions for mapping relationships based on enhancements to ServiceNow	
20.0	12/23/2021	Paul Censullo	Added instructions for reviewing servers with a status of "Pending Review"	
21.0	2/25/2022	Paul Censullo	Updated instructions for mapping from an app-to-SQL server/database, and Discover CI by IP address catalog item	
22.0	4/4/2022	Paul Censullo	Update to ownership definitions	
23.0	5/24/2022	Paul Censullo	Added instructions for mapping from app-to-shared web farm	
24.0	9/1/2022	Paul Censullo	Added APM-related tasks and link to associated KB article	
25.0	10/18/2022	Paul Censullo	APM-related updates	

Contents

- Document Ownership 2
- Revision History 2
- Overview 6
- Purpose 6
- The CMDB 6
- Configuration Item 7
- CMDB Coordinators 8

- ITSM CMDB Dashboard**
- Managing Your Configuration Items (CIs) 11
- CMDB Health..... 11
 - Understanding the Completeness Scorecard 12
 - Percentages and Thresholds 12
 - Using the ITSM CMDB Dashboard 13
- Reviewing the Completion Score for the Enterprise or Any Site 14
- Reviewing Your Groups’ CIs 15
- Reviewing Your CIs 16
- Managing CMDB Tickets 17

- ServiceNow Discovery**
- Review “Pending Review” Servers 19
- Discover CIs by IP Address 20
- Submitting a Request for Failed Discovery by IP Address 25
- How to Check the History of a CI 27

- ServiceNow List View**
- Reviewing and Updating Your CIs 28
 - Filtering Configuration Items (CIs) for You or Your Team 29
 - Updating Configuration Item Attributes 32
 - Maintaining Relationships 36
 - Adding app-server relationships 37

ITSM CMDB Coordinators Role and Responsibilities

- Adding app-SQL server/database relationships..... 39
- Adding app-Isilon storage server relationships 42
- Adding cloud app-cloud service relationships 44
- Adding network WAN circuits-to-IP router/switch relationships 46
- Adding app-Citrix relationships..... 49
- Adding web app-shared web farm relationships..... 50
- Deleting relationships 55
- App Rationalization 55
- Using the Configuration Item Import Template 57
- Supplemental Information..... 61

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.

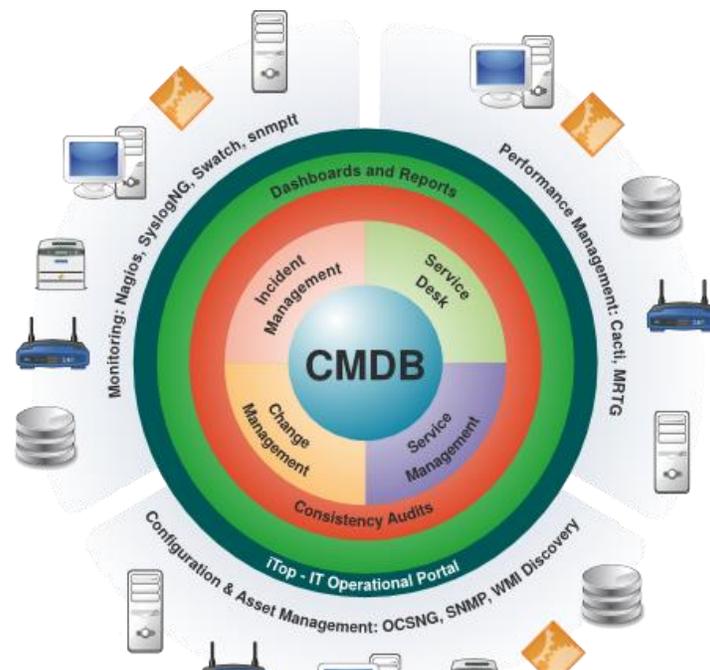


Figure 1: Representation of CMDB

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.

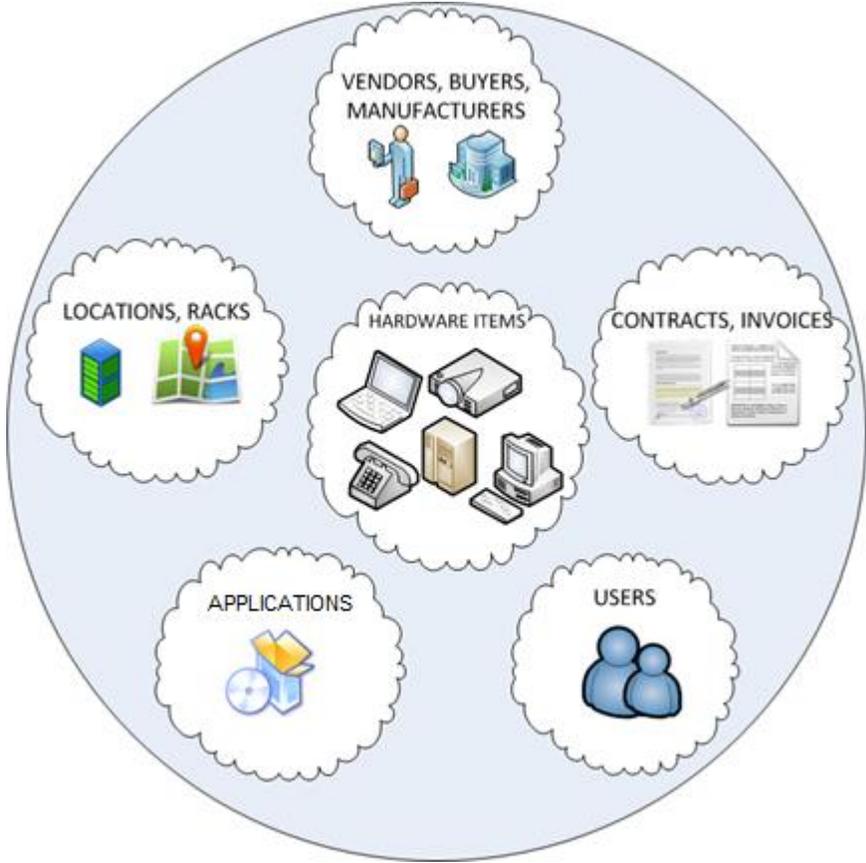


Figure 2: Example of Configuration Items in CMDB

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 CIs.

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

ITSM CMDB Coordinators Role and Responsibilities

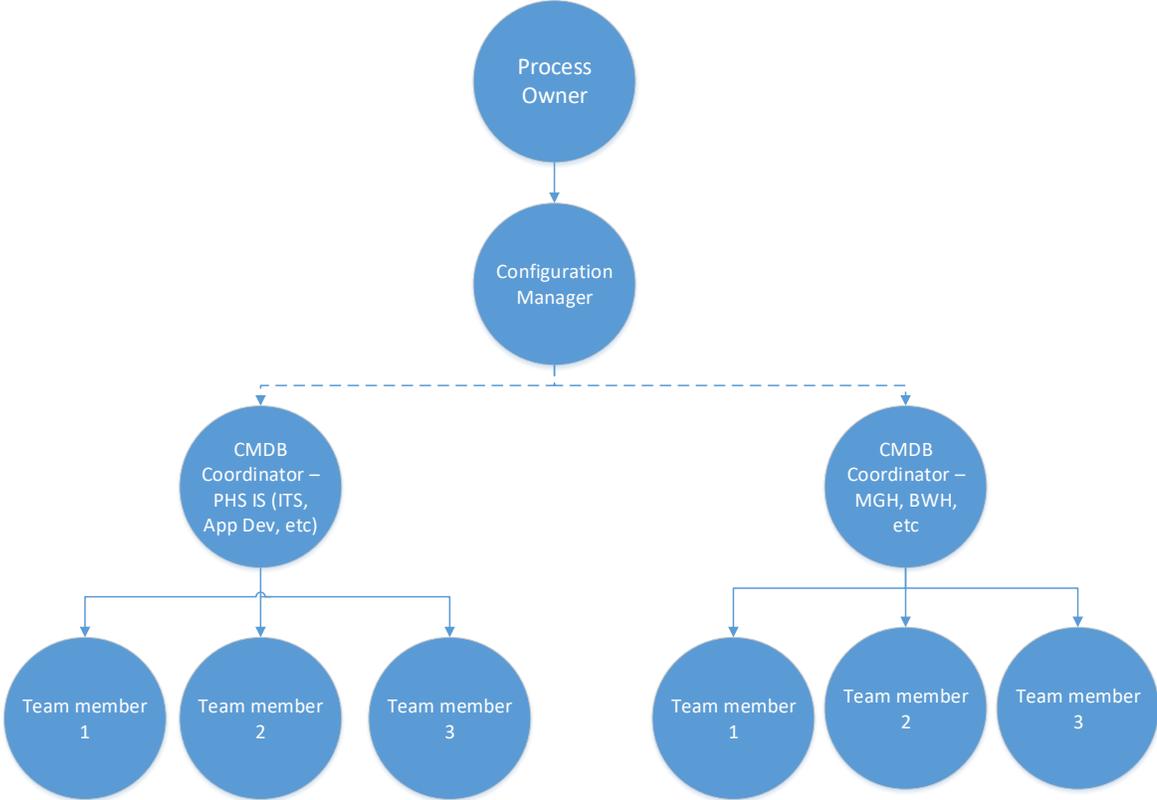


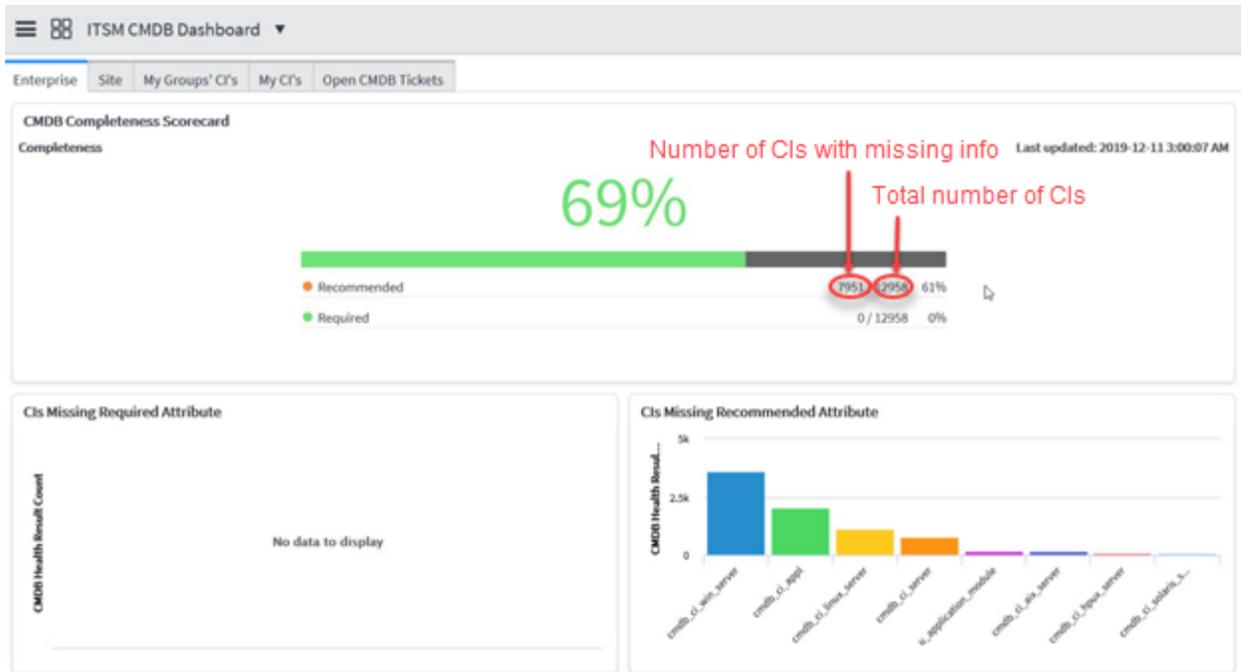
Figure 3: Support Model for Configuration Management

CMDB Coordinators by Department-

For a spreadsheet of CMDB Coordinators by department, see https://partnershealthcare.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0025558 (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.

ITSM CMDB Coordinators Role and Responsibilities

Understanding the Completeness Scorecard

The Completeness Scorecard on the ITSM CMDB Dashboard assesses health of a CI 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	<ul style="list-style-type: none">• Support Level (formerly, Criticality)• Support group• Owning Entity• CI Owner• Technical Owner• Business Owner• Description (Application Service and Application Service Module)• Keyword Terms (Application Service and Application Service Module)• Location (Server)• Maintenance Group (Windows Server)

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**

ITSM CMDB Coordinators Role and Responsibilities

Using the ITSM CMDB Dashboard

This dashboard includes the following tabs:

- Enterprise
- Site
- My Groups' CIs
- My CIs
- 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.

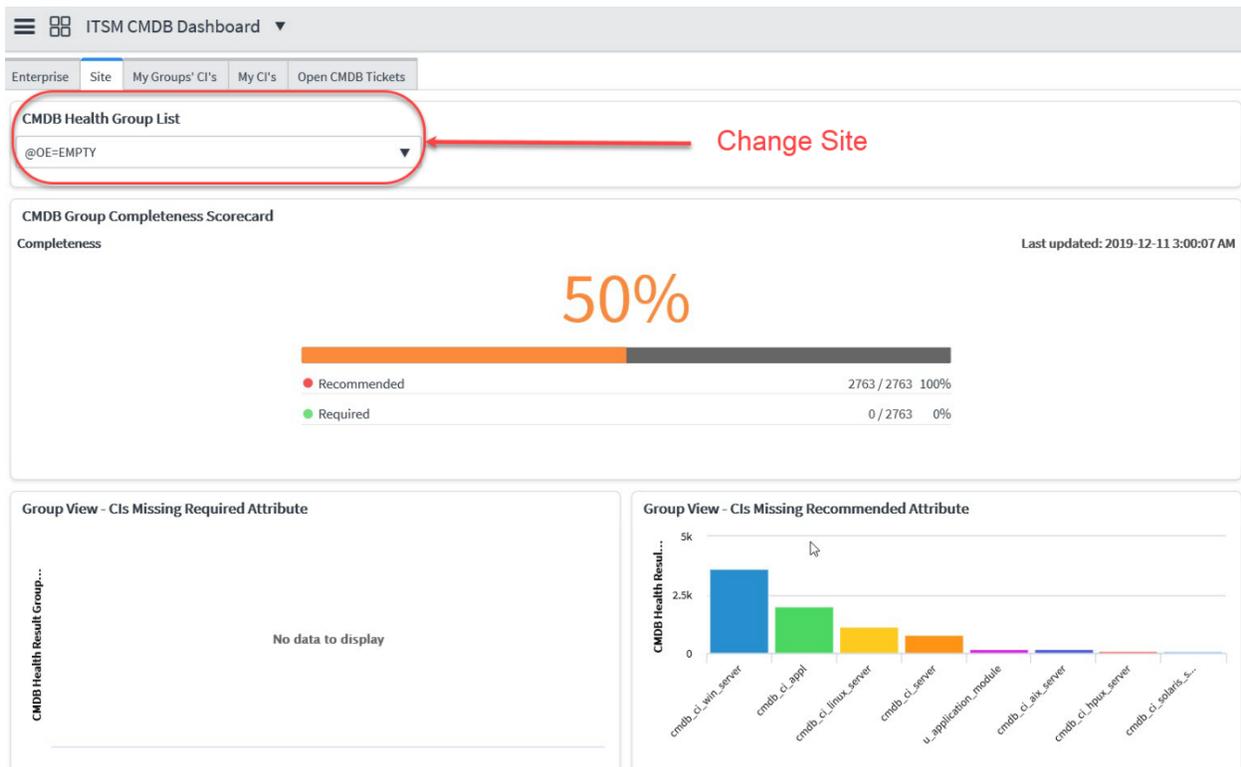
The dashboard also allows you to display open tickets assigned to ITSM Configuration Management – phs or any CMDB Coordinator group.

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.

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.

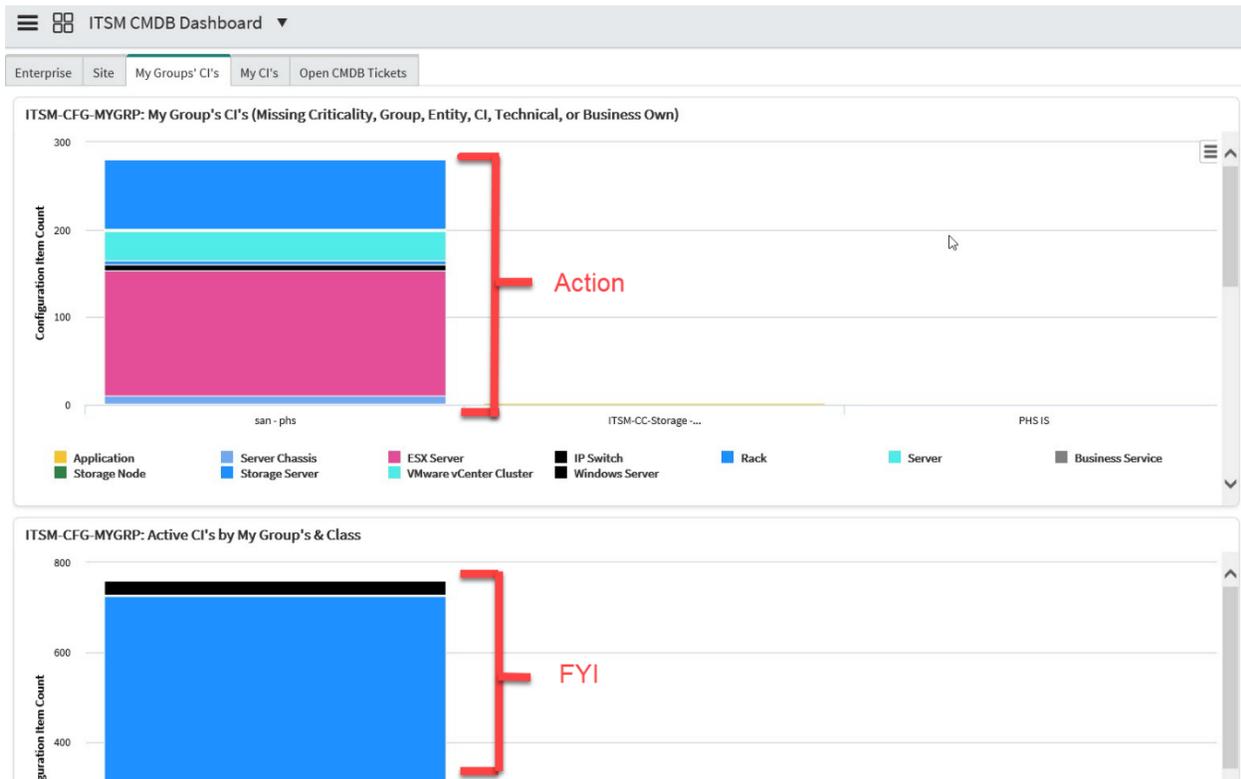
Next, are sections for the CI trends for Missing Required Attribute and Missing Recommended Attribute. These sections include running totals for failed CIs on either a daily basis (for CIs missing required attribute) or every other day basis (for CIs missing recommended attribute).

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' CIs

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.

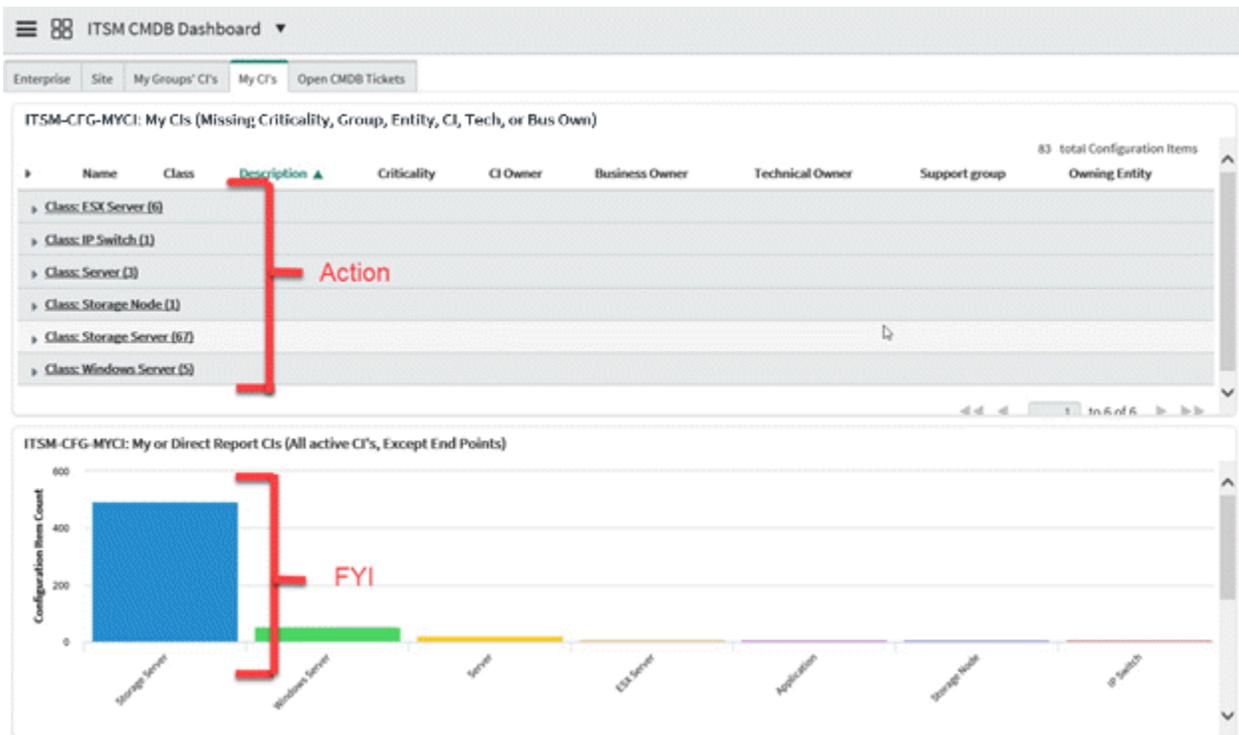


Hover over any segment of any bar in the top section to display the counts for CIs with missing recommended fields for that CI class and support group. Click to display the list of CIs that make up that count. You would typically use this list to take action to complete missing fields. See [Updating Configuration Item Attributes](#) 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 CIs

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.

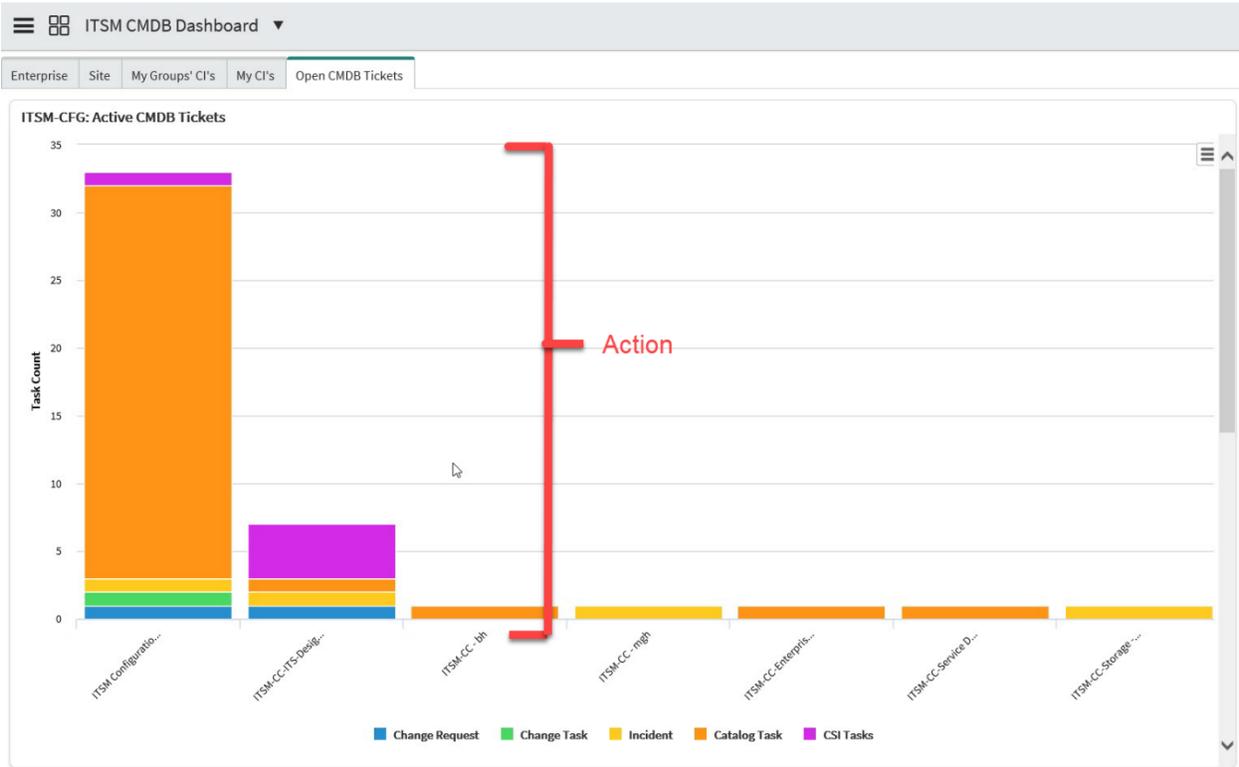


Expand any CI class in the top section to display a list view of the CIs from that class that are missing required fields. You would typically use this list to take action to complete missing fields. See [Updating Configuration Item Attributes](#) for additional information on updating fields using a 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 [here](#).

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.

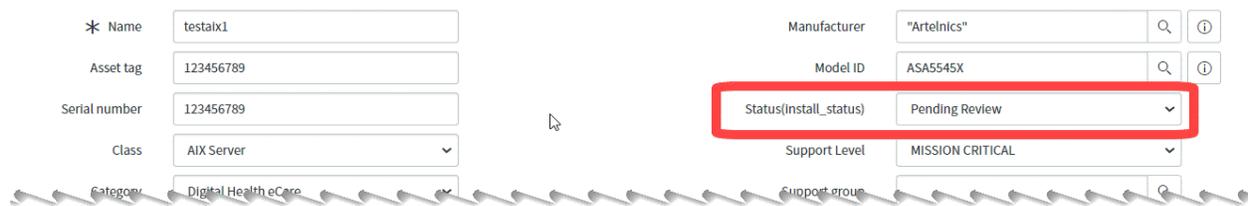
Important: Additional requirements must be met to enable ServiceNow Discovery for Windows and Open System servers. CMDB Coordinators should work with CI owners and technical owners to ensure the following:

- 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 [Using the Configuration Item Import Template](#) for details.

Review "Pending Review" Servers

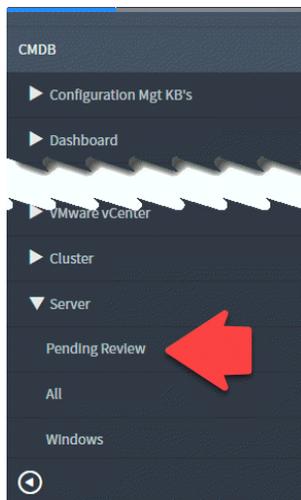
The ServiceNow Discovery process assigns a value of "Pending Review" to the Status(Install-status) field for the all newly discovered servers.



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 CI's tab and map relationships, as needed.

ITSM CMDB Coordinators Role and Responsibilities

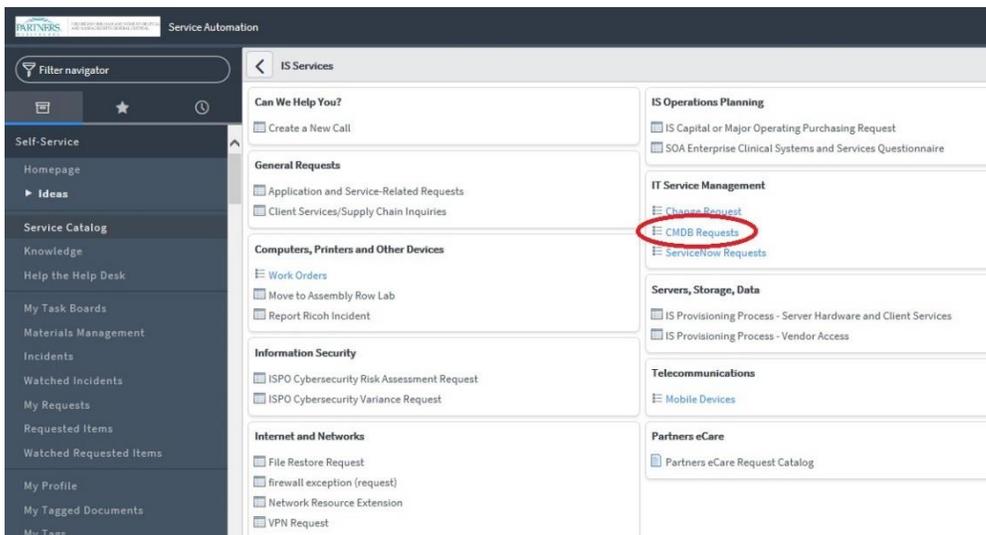
Discover CIs by IP Address

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

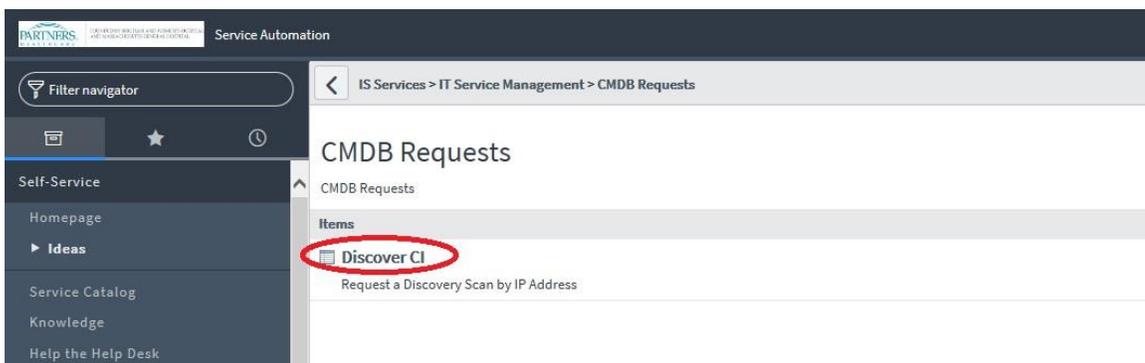
- Windows Server
- Unix Server (AIX, HPUX)
- Linux Server
- Network Switch
- Network Router
- NetScaler
- Wireless Access Point

Do so as follows:

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



2. Click **Request a Discovery Scan by IP Address**.



ITSM CMDB Coordinators Role and Responsibilities

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.

Request a Discovery Scan by IP Address

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.

If a CI Record is Created/Updated,

- It is Mandatory to Update the Following Metadata Fields
 - Owning Entity
 - Support Level (Criticality)
 - Location
 - CI Owner
 - Technical Owner
 - Business Owner
 - Support Group
 - CI Description
- It is Also Required That a Relationship Between the Device and At Least One Application, Business Service, or Infrastructure Service Be Added to the Device Record

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, HP/UX)
- Linux Server
- Network Switch
- Network Router
- NetScaler
- 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

Order this Item

Quantity: 1

Delivery time: 1 Day

Order Now

Add to Cart

Shopping Cart

Empty

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

Request a Discovery Scan by IP Address

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.

If a CI Record is Created/Updated,

- It is Mandatory to Update the Following Metadata Fields
 - Owning Entity
 - Support Level (Criticality)
 - Location
 - CI Owner
 - Technical Owner
 - Business Owner
 - Support Group
 - CI Description
- It is Also Required That a Relationship Between the Device and At Least One Application, Business Service, or Infrastructure Service Be Added to the Device Record

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, HP/UX)
- Linux Server
- Network Switch
- Network Router
- NetScaler
- 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

Order this Item

Quantity: 1

Delivery time: 1 Day

Order Now

Add to Cart

Shopping Cart

Empty

ITSM CMDB Coordinators Role and Responsibilities

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

Shopping Cart

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

	Item	Delivery Time	Price (ea.)	Quantity	Total
Delete	Edit	Request a Discovery Scan by IP Address - Discover CI	1 Day	-	-
Total					-

If this request is for someone other than yourself please provide detailed information in the fields provided below

Requested for: Paul Censullo

Deliver to: 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.

Order Status

Thank you, your request has been submitted

Order Placed: 2017-02-21 2:11:45 PM

Request Number: REQ0449320 [Bookmark request](#)

Estimated Delivery Date of Complete Order: 2017-02-22

Number	Description	Delivery Date	Stage	Price (ea.)	Qty	Total
RITM0530152	Request a Discovery Scan by IP Address	2017-02-22	▶ ✓ ✓ → ○ ○	-	1	-
Total					1.0	-

Tasks that belong to REQ0449320

Number	Short description
--------	-------------------

[Back to Catalog](#) [Continue Shopping](#) [Home](#)

*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:

ITSM CMDB Coordinators Role and Responsibilities

- 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
 - CI 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:

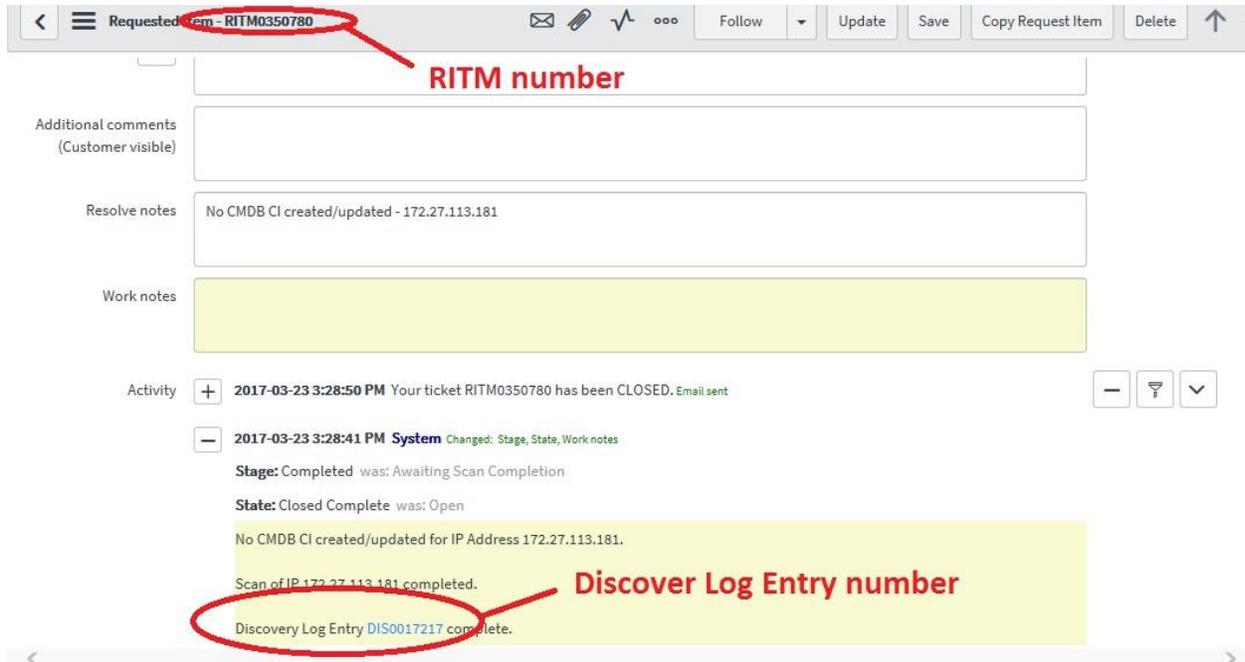
- Check to be sure that the IP address you have for the CI is correct.
- Check to be sure that the device is powered on.
- If the CI is a server, be sure that the associated account has the proper privileges.
 - For Windows servers, account SA291 must have local admin rights.
 - For Unix and Linux servers, 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.

ITSM CMDB Coordinators Role and Responsibilities

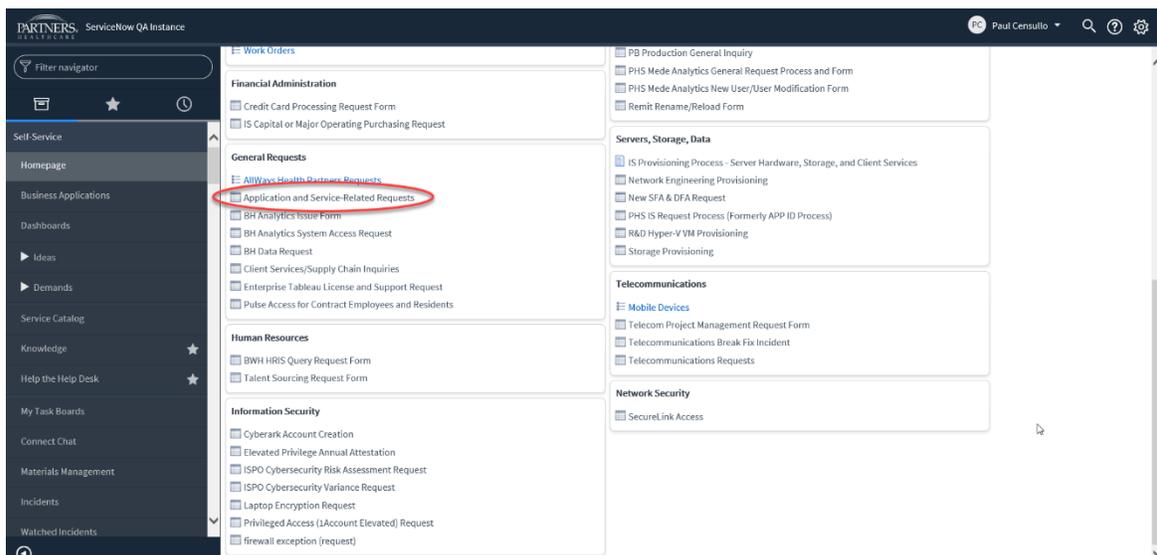
Submitting a Request for Failed Discovery by IP Address

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:

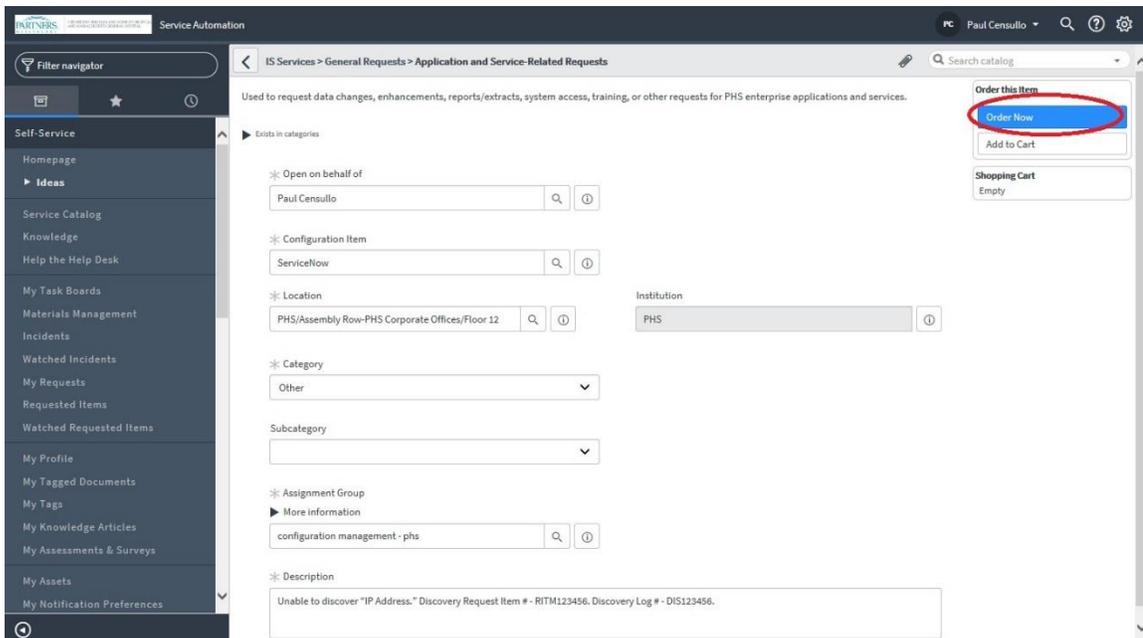


1. Select the **Service Catalog** option under Self Service in the ServiceNow navigation bar.
2. Under General Requests, select **Application and Service Related Requests**.



ITSM CMDB Coordinators Role and Responsibilities

- 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 # - DISxxxxxx.
- Click **Order Now**.



The screenshot shows the ServiceNow interface for creating a request. The breadcrumb trail is 'IS Services > General Requests > Application and Service-Related Requests'. The form fields are as follows:

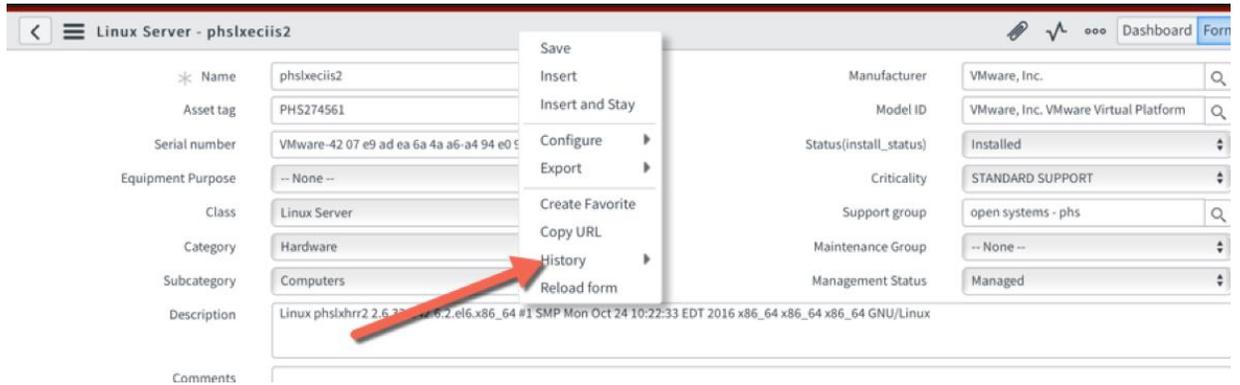
- Open on behalf of:** Paul Censullo
- Configuration Item:** ServiceNow
- Location:** PHS/Assembly Row-PHS Corporate Offices/Floor 12
- Institution:** PHS
- Category:** Other
- Subcategory:** (blank)
- Assignment Group:** configuration management - phs
- Description:** Unable to discover "IP Address." Discovery Request Item # - RITM123456. Discovery Log # - DIS123456.

On the right side, there is a 'Shopping Cart' section with an 'Order this Item' button circled in red, and an 'Order Now' button highlighted with a blue oval. Below it are 'Add to Cart' and 'Empty' buttons.

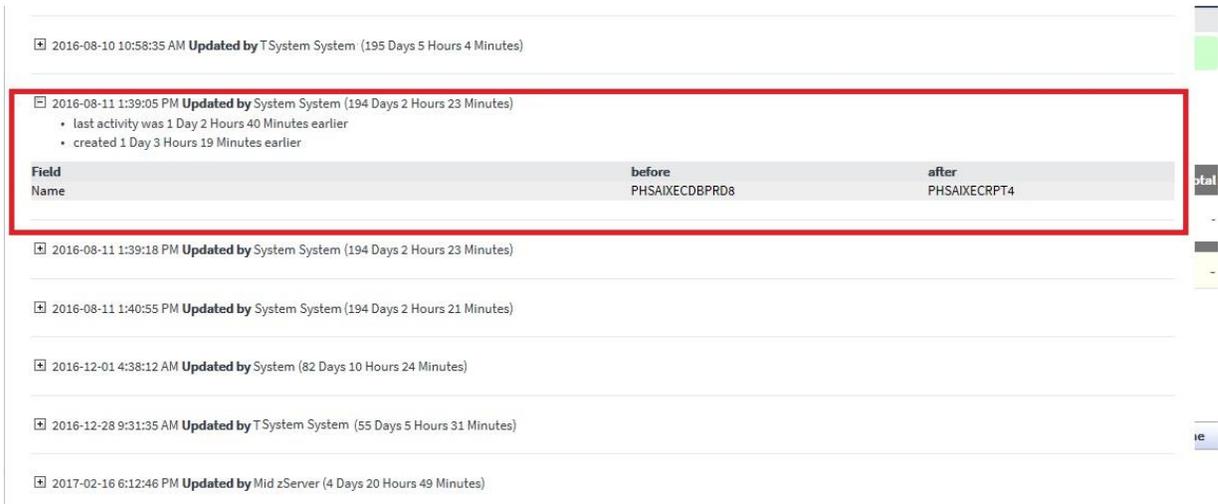
- ServiceNow displays a verification message. Click **Submit Order**.

How to Check the History of a CI

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



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.



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

ServiceNow List View

Reviewing and Updating Your CIs

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:

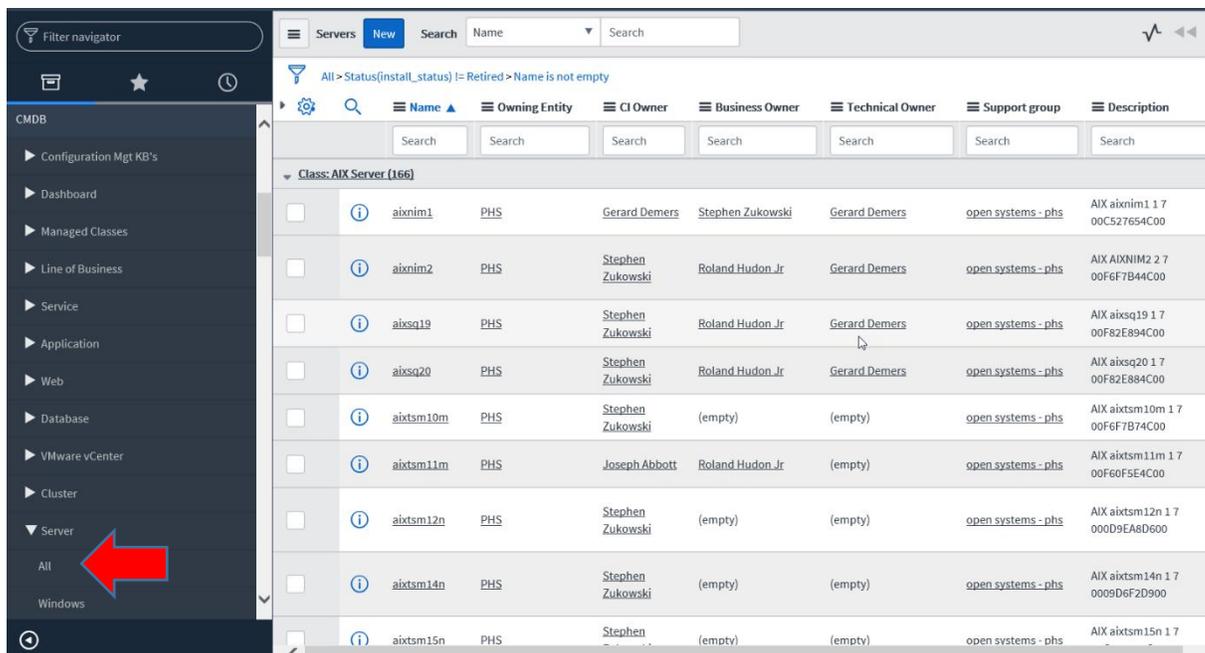
- [Filtering the List View to CIs for You or Your Team](#) – This involves using the filter options in ServiceNow to limit the CIs to only those for you, your team, or only specific CIs. See also [Reviewing Your Groups' CI](#) and [Reviewing Your CIs](#) for additional ways to filter your list view.
- [Updating Configuration Item Attributes](#) – This involves updating the previously noted attributes using the list view.
- [Maintaining Relationships](#) – 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.

ITSM CMDB Coordinators Role and Responsibilities

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.



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

ITSM CMDB Coordinators Role and Responsibilities

The screenshot shows the ITSM CMDB interface. At the top, there is a navigation bar with 'Servers' and 'New' buttons, a 'Go to' dropdown set to 'Maintenance Group', and a search box. Below this, a filter bar shows 'All (install_status) in (In Maintenance, In Stock, Installed, On Order, Pending Install, Pending Repair,) > Management Status = Managed'. A red arrow points to the filter bar. Below the filter bar, there are buttons for 'Run', 'Save...', 'AND', 'OR', and 'Add Sort'. The main area displays the filter conditions: 'Status(install_status) is one of' with a dropdown menu showing 'Absent', 'In Maintenance', 'In Stock', and 'Installed'. Below this, 'Management Status is Managed' is shown. A 'Run' button is at the bottom. The table below shows a single entry: PHSPECWEB4011, VMware, Inc., VMware, Inc. VMware Virtual Platform.

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

This screenshot is similar to the previous one, but a red arrow points to the 'AND' button in the filter bar, indicating the next step in the process.

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.

This screenshot shows the filter bar with three conditions: 'Status(install_status) is one of' (with the dropdown menu open), 'Management Status is Managed', and 'CI Owner is' (with a search icon). A red arrow points to the 'CI Owner' dropdown. The 'AND' button is highlighted. A 'Run' button is at the bottom.

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

ITSM CMDB Coordinators Role and Responsibilities

- 3) Click **Run** to display the filtered report. Note that you must filter your list each time you view the list view for CIs.

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.

The screenshot shows a filter configuration interface. The first filter is 'Status(install_status) is one of' with a dropdown menu showing 'Absent', 'In Maintenance', 'In Stock', and 'Installed'. The second filter is 'Support group is' with an empty text input field. A red arrow points to the 'Support group' dropdown. A 'Run' button is at the bottom.

- 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 CIs.

c. Filter the list view by specific CI Names as follows:

- 1) Use the drop-down list to select **Name** and **is one of**.

The screenshot shows a filter configuration interface. The first filter is 'Status(install_status) is one of' with a dropdown menu showing 'Absent', 'In Maintenance', 'In Stock', and 'Installed'. The second filter is 'Name is one of' with an empty text input field. A red arrow points to the 'Name' dropdown, and a red circle highlights the 'is one of' dropdown. A 'Run' button is at the bottom.

- 2) 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 CIs.

ITSM CMDB Coordinators Role and Responsibilities

Updating Configuration Item Attributes

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

All > Class = Application .or. Class = Application Module > Status(install_status) in (In Maintenance, In Stock, Installed, On Order, Pending Install, Pending Repair,) > Management Status = Managed > CI Owner = William Test .or. CI Owner = Alex Test

	Name	CI Owner	Operational status	Criticality	Class	Category
<input type="checkbox"/>	Televox	William Test	Operational		Application	
<input type="checkbox"/>	PATA PHONE APPOINTMENT MANAGEMENT SYSTEM	William Test	Operational		Application	Software
<input type="checkbox"/>	MS OLAP	William Test	Operational		Application	Software
<input type="checkbox"/>	OR DYNAMIC VIEW	William Test	Operational		Application	Software
<input type="checkbox"/>	ORSTAT	William Test	Operational		Application	Software
<input type="checkbox"/>	ARCHER	Alex Test	Operational		Application	Software
<input type="checkbox"/>	Archer - GRC	Alex Test	Operational		Application	Software

Actions on selected rows... 1 to 7 of 7

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.

	Name	CI Owner	Operational status	Criticality	Class	Category
<input type="checkbox"/>	Televox	William Test	Operational			
<input type="checkbox"/>	PATA PHONE APPOINTMENT MANAGEMENT SYSTEM	William Test	Operational		Application	Software
<input type="checkbox"/>	MS OLAP	William Test	Operational		Application	Software
<input type="checkbox"/>	OR DYNAMIC VIEW	William Test	Operational		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.

All > Class = Application .or. Class = Application Module > Status(install_status) in (In Maintenance, In Stock, Installed, On Order, Pending Install, Pending Repair,) > Management Status = Managed > CI Owner = William Thornhill .or. CI Owner = Alex Thai

	Name	CI Owner	Operational status	Criticality	Class	Category
<input type="checkbox"/>	Televox	William Test	Operational			
<input type="checkbox"/>	PATA PHONE APPOINTMENT MANAGEMENT SYSTEM	William Test	Operational		Application	Software
<input type="checkbox"/>	MS OLAP	William Test	Operational		Application	Software
<input type="checkbox"/>	OR DYNAMIC VIEW	William Test	Operational		Application	Software
<input type="checkbox"/>	ORSTAT	William Test	Operational		Application	Software
<input type="checkbox"/>	ARCHER	Alex Test	Operational		Application	Software
<input type="checkbox"/>	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.
CI 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

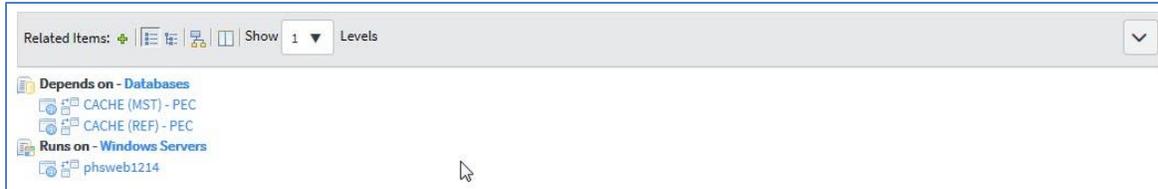
Support Level Guidelines

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	

ITSM CMDB Coordinators Role and Responsibilities

Maintaining Relationships

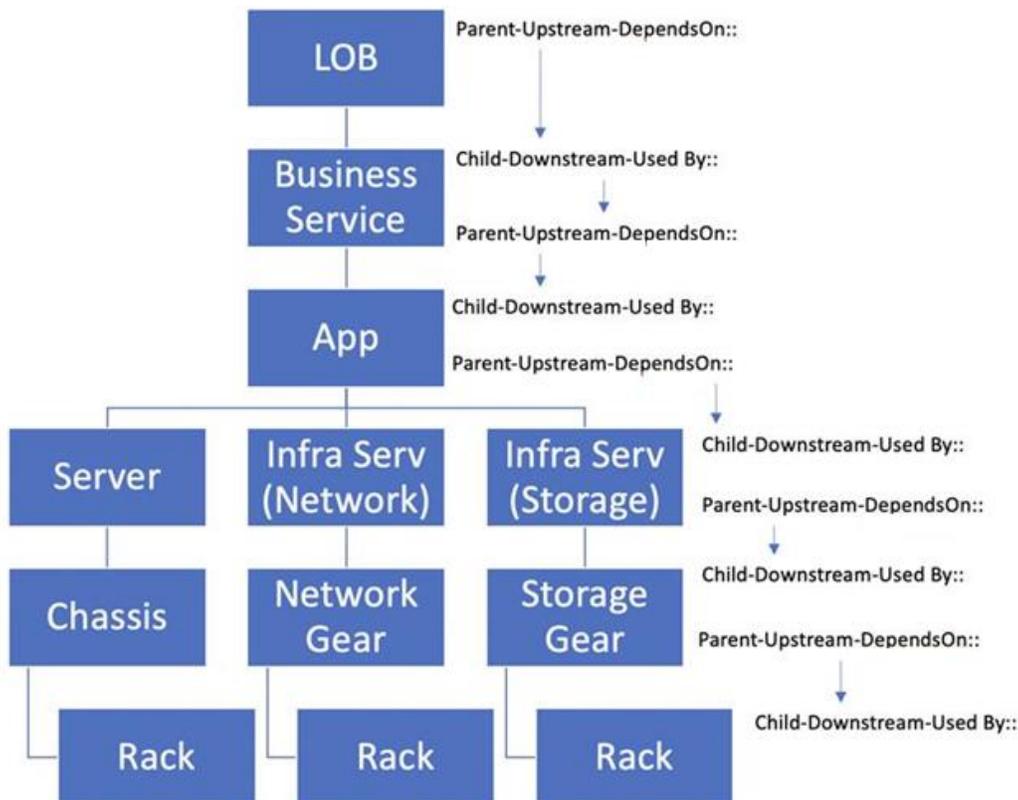
The relationship between CIs (such as between application services and servers) is accessed via the CI detail view. This relationship is noted in the CI record, as shown in the following graphic.



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.



ITSM CMDB Coordinators Role and Responsibilities

Relationships should be mapped using the following types of relationships:

Relationship	Relationship Type	Parent CI	Child CI	Impacted CIs Tab (on Change)
App-to-SharePoint	Depends on...(Parent)	App CI	SharePoint	For Change to SharePoint, tab lists mapped application services
App-to-Server	Runs On...(Parent)	App CI	Server CI	For Change to Server, tab lists mapped application services
App-to-Network Appliance	Runs On...(Parent)	App CI	Network Appliance	For Change to Network Appliance, tab lists mapped application services
App-to-ESX Server	Connected to...(Parent)	App CI	ESX server CI	For Change to ESX server, tab lists mapped application services
App-to-SQL Server/Database	Used By...(Child)	App CI	SQL database CI	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)	App CI	Isilon storage server CI	For Change to Isilon storage server, tab lists mapped application services
Cloud App-to-Cloud Service	Depends on...(Parent)	App CI	Infrastructure service CI	For Change to Cloud service, tab lists mapped application services
WAN Circuit-to-IP Router/Switch	IP Connection...(Parent) or IP Connection...(Child)	WAN Circuit IP router/switch	IP router/IP switch WAN Circuit	For Change to WAN circuit, tab lists remote site
App-to-Technical Service	Used By...(Child)	App CI	Technical service CI	For Change to Technical service, tab lists mapped application services
<ul style="list-style-type: none"> • App-to-Citrix • App-to-LDAP • App-to-Okta 				
Web App to Shared Web Farm	Runs on... (Parent) and Depends on... (Parent)	App CI	Shared web farm infrastructure service CI/ File replication CI	For Change to Shared web farm service or File replication CI, tab lists mapped application services

Note: For information on customizing your view of CI relationships, see [KB0032972](#).

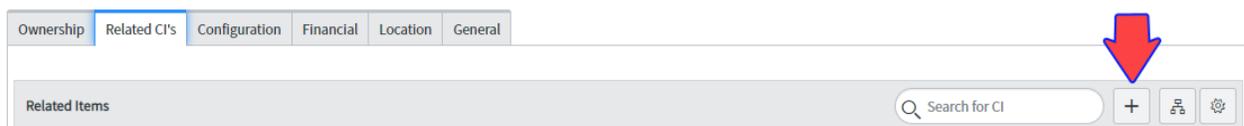
Adding app-server relationships

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

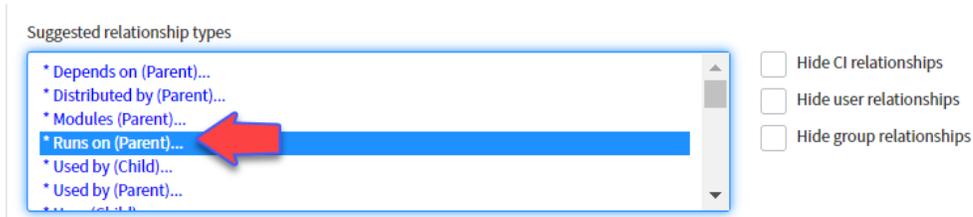
**Note that this is the only relationship currently enabled on the Impacted CIs tab in ServiceNow.*

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



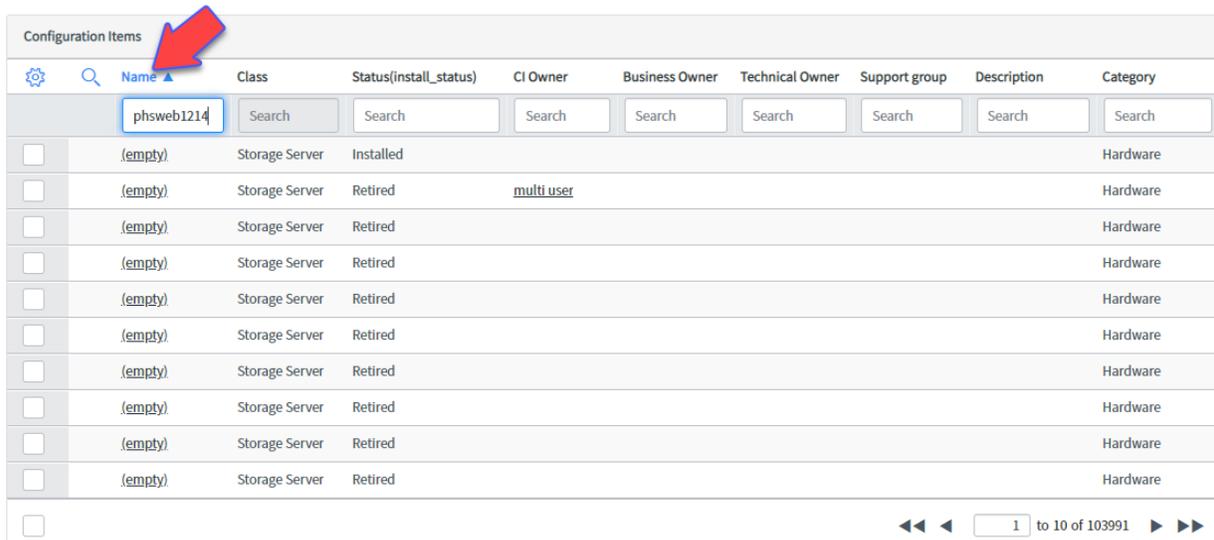
3. In the Suggested relationship types section, click **Runs On...**

ITSM CMDB Coordinators Role and Responsibilities



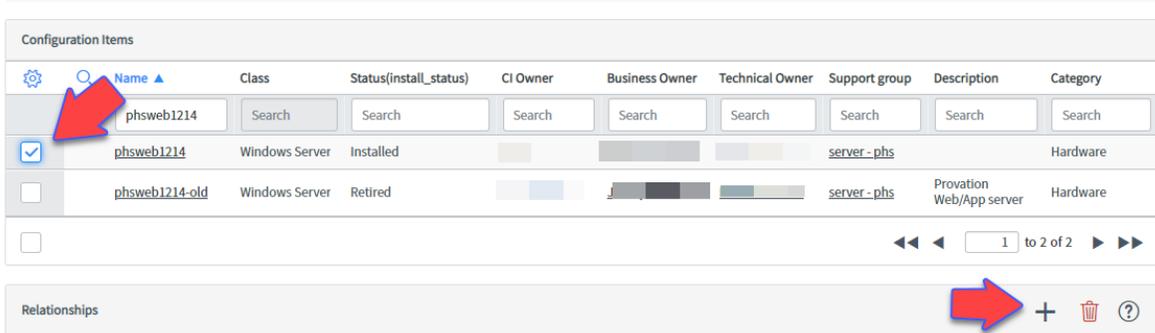
4. Click the magnifying glass under Configuration Items and type the name of the server in the search box.

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



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

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



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

ITSM CMDB Coordinators Role and Responsibilities

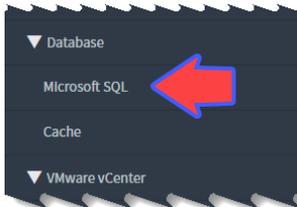
Adding app-SQL server/database relationships

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

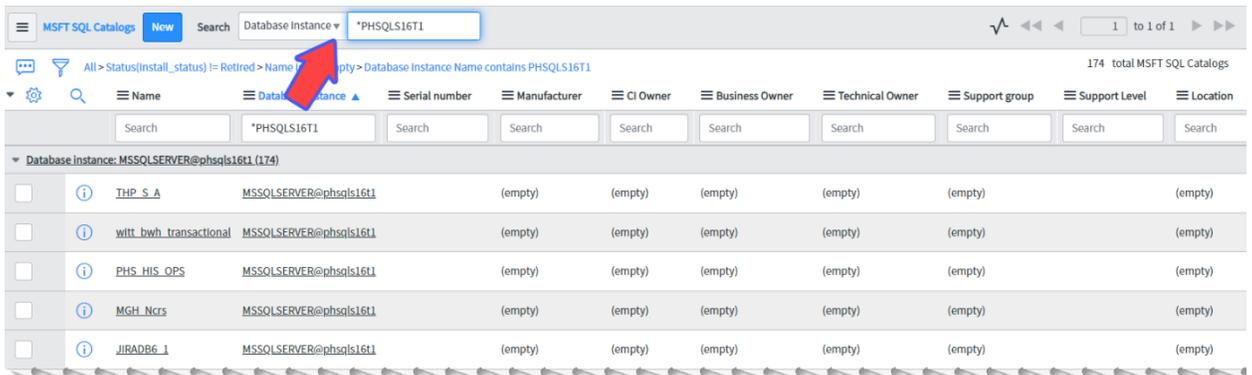
- For **standalone** Windows/SQL server, complete the app-server mapping as [previously described](#).
- For **shared** Windows/SQL server, complete the app-server mapping [as previously described](#), then complete the following steps to map to instance of the SQL database as follows. Note that you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

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

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

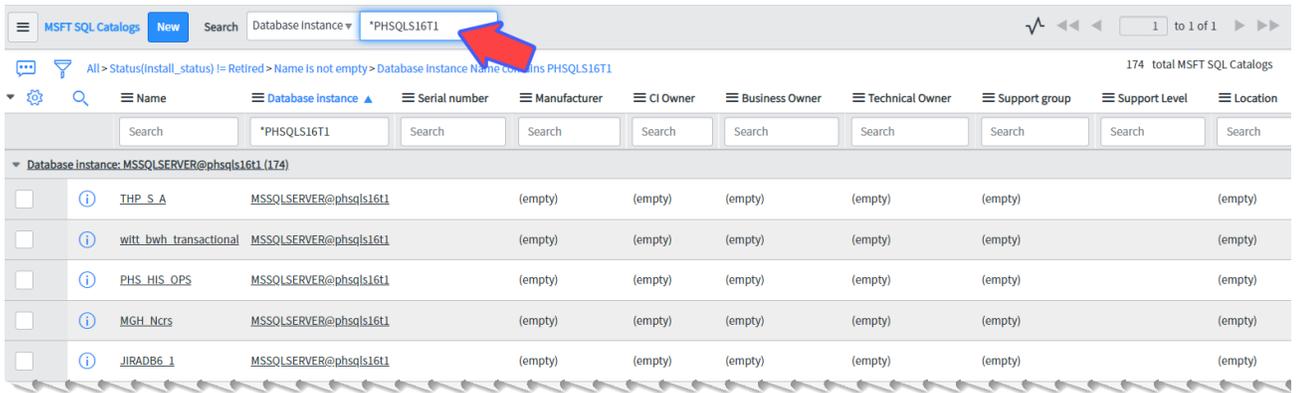


2. Use the drop-down list to change the search from Name to Database Instance.

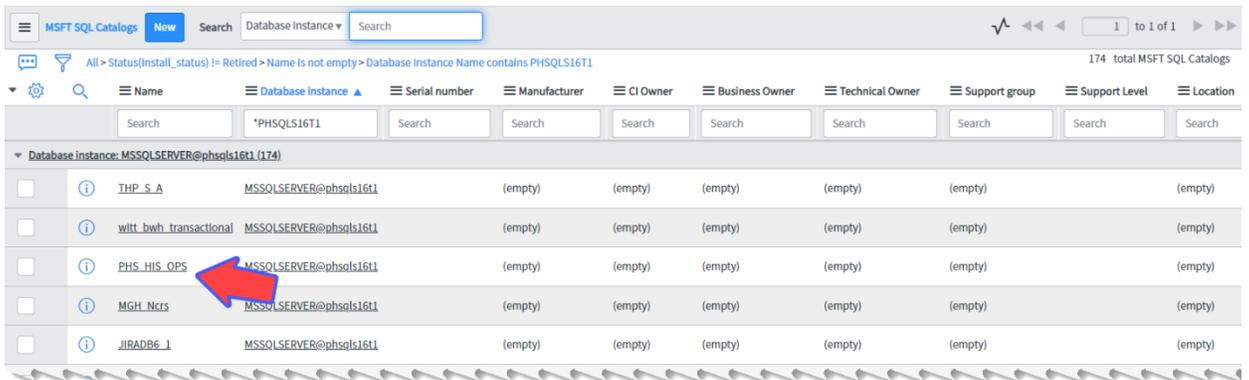


3. Use the field to search for the database instance. Use the format *<server name> to narrow your search.

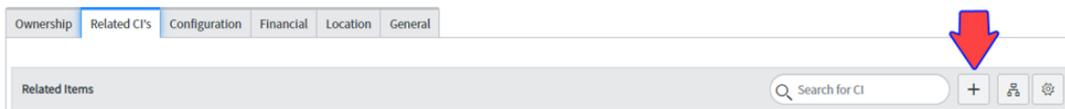
ITSM CMDB Coordinators Role and Responsibilities



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



5. Click the Related CI's tab and the  on the right.



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

ITSM CMDB Coordinators Role and Responsibilities

Configuration Items										
	Name	Created	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
<input type="checkbox"/>	IMEDConsent - nwh	2014-08-17 11:06:29 PM		Application	Installed	Meghan Ferguson	Diana Norcross	Amanda Harrigan	complementary applications analyst - nwh	Software
<input type="checkbox"/>	imedconsent-nwh.partners.org	2017-03-23 6:44:29 PM		Web Site	Installed					
<input type="checkbox"/>	IMEDConsent (TST) - nwh	2017-12-27 11:59:15 AM		Application	Installed	Meghan Ferguson	Diana Norcross	Amanda Harrigan	complementary applications analyst - nwh	Software
<input type="checkbox"/>	LogIApps/PatientWaitTimeDashboard	2020-09-27 3:04:57 PM		IIS Virtual Directory	Installed					
<input type="checkbox"/>	LogInfo/PatientWaitTimeDashBoard	2020-09-27 3:06:22 PM		IIS Virtual Directory	Installed					
<input type="checkbox"/>	Default Web Site/IMed4web	2020-09-27 7:57:22 PM		IIS Virtual Directory	Installed					
<input type="checkbox"/>	Default Web Site/IMed4WebApi	2020-09-27 7:57:22 PM		IIS Virtual Directory	Installed					
<input type="checkbox"/>	Default Web Site/IMed4Web	2020-09-27 8:00:34 PM		IIS Virtual Directory	Installed					
<input type="checkbox"/>	Default Web Site/IMed4WebApi	2020-09-27 8:00:34 PM		IIS Virtual Directory	Installed					
<input type="checkbox"/>	Default Web Site/WaitTimeDisplay	2021-09-22 5:46:20 AM		IIS Virtual Directory	Installed					

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.

Configuration Items										
	Name	Serial number	Class	Status(install_status)	Impact to HealthCare Operations	CI Owner	Business Owner	Technical Owner	Support group	Category
<input type="checkbox"/>	IMEDConsent (TST) - nwh		Application	Installed		Meghan Ferguson	Diana Norcross	Amanda Harrigan	complementary applications analyst - nwh	Software
<input checked="" type="checkbox"/>	IMEDConsent - nwh		Application	Installed		Meghan Ferguson	Diana Norcross	Amanda Harrigan	complementary applications analyst - nwh	Software
<input type="checkbox"/>	imedconsent-nwh.partners.org		Web Site	Installed						

Relationships

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

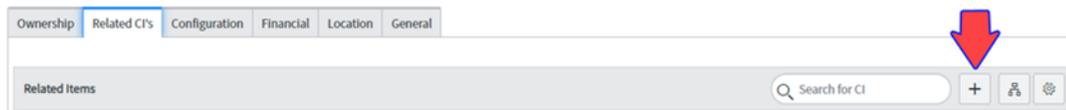
ITSM CMDB Coordinators Role and Responsibilities

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 CI	Relationship	Child CI
App CI	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 CI's tab and the  on the right.

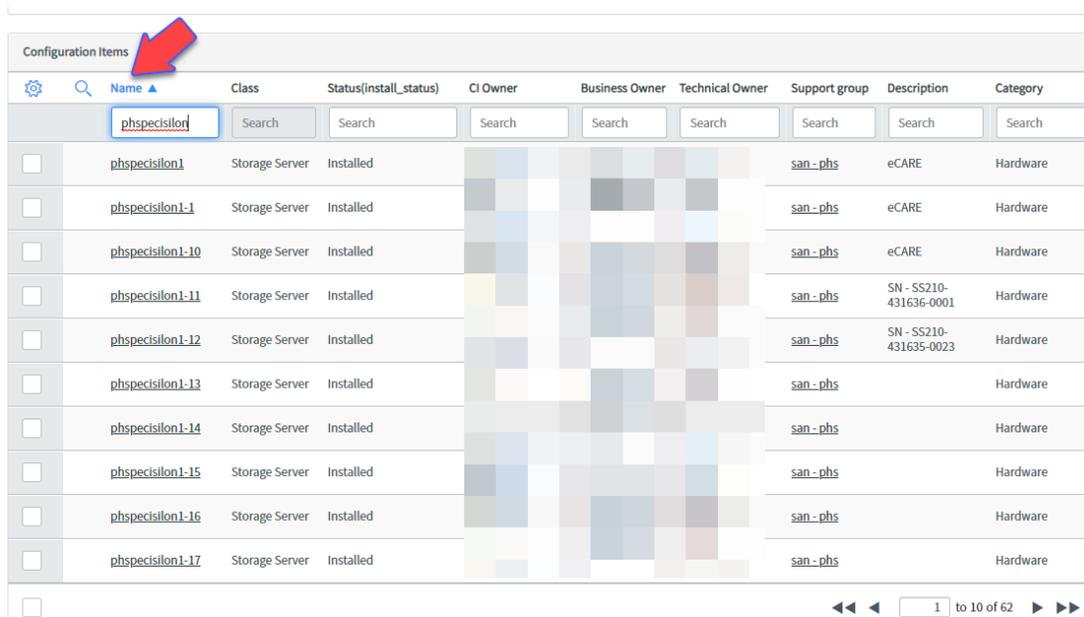


3. In the Suggested relationship types section, click **Depends on...**



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."

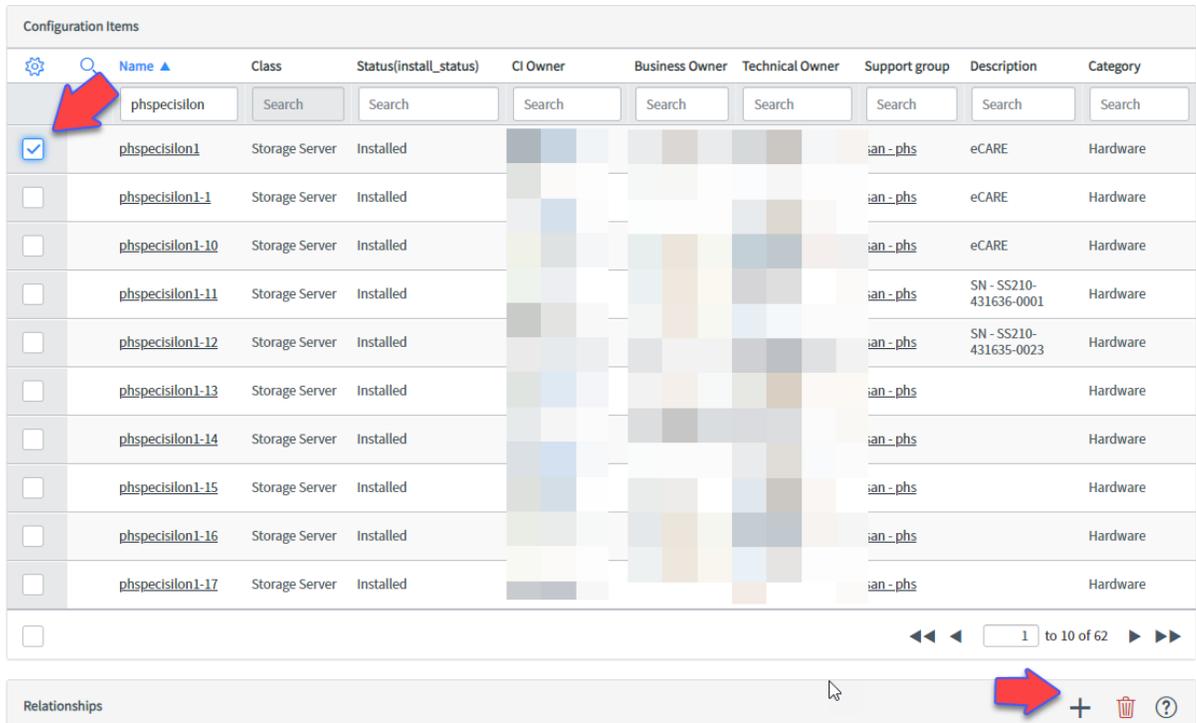
*Note: The Class must be Storage Server. You must set the class and click **Run Filter** before typing the Isilon storage server CI.*



ITSM CMDB Coordinators Role and Responsibilities

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

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



Configuration Items									
 	Name ▲	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category
<input checked="" type="checkbox"/>	phspecisilon1	Storage Server	Installed				ian - phs	eCARE	Hardware
<input type="checkbox"/>	phspecisilon1-1	Storage Server	Installed				ian - phs	eCARE	Hardware
<input type="checkbox"/>	phspecisilon1-10	Storage Server	Installed				ian - phs	eCARE	Hardware
<input type="checkbox"/>	phspecisilon1-11	Storage Server	Installed				ian - phs	SN - SS210-431636-0001	Hardware
<input type="checkbox"/>	phspecisilon1-12	Storage Server	Installed				ian - phs	SN - SS210-431635-0023	Hardware
<input type="checkbox"/>	phspecisilon1-13	Storage Server	Installed				ian - phs		Hardware
<input type="checkbox"/>	phspecisilon1-14	Storage Server	Installed				ian - phs		Hardware
<input type="checkbox"/>	phspecisilon1-15	Storage Server	Installed				ian - phs		Hardware
<input type="checkbox"/>	phspecisilon1-16	Storage Server	Installed				ian - phs		Hardware
<input type="checkbox"/>	phspecisilon1-17	Storage Server	Installed				ian - phs		Hardware

Relationships   

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

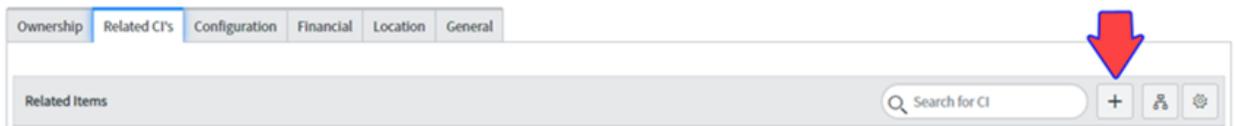
ITSM CMDB Coordinators Role and Responsibilities

Adding cloud app-cloud service relationships

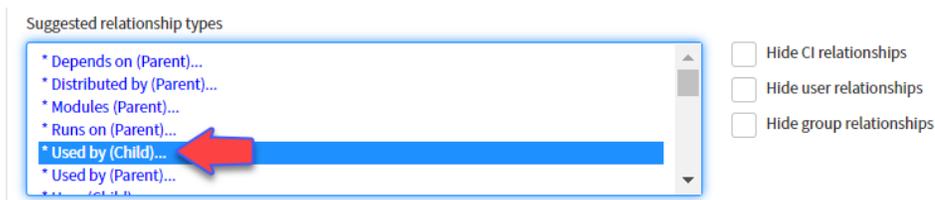
Cloud application services get mapped to the Cloud Software as a Service (SaaS) CI. Add this relationship using the following steps. For these relationships, the cloud app is considered the parent to the Cloud Software as a Service (SaaS) CI.

Child CI	Relationship	Parent CI
Cloud Service	Child (Used by...)	Cloud App

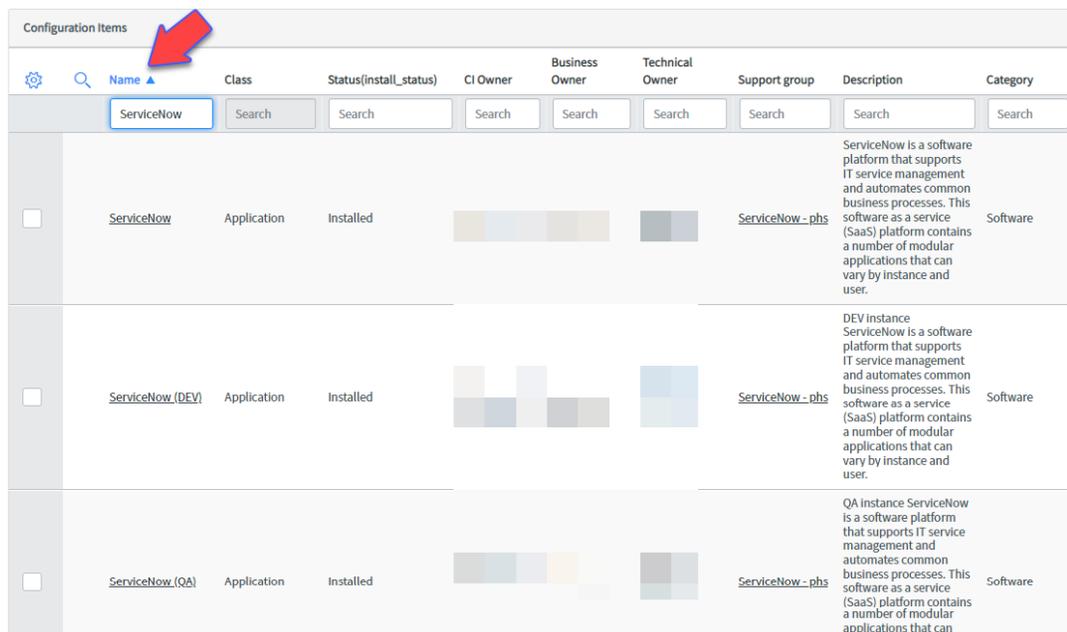
1. Locate the cloud service CI (Cloud Software as a Service (SaaS) – mgb) and click the name to display the record.
2. Click the Related CI's tab and the  on the right.



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



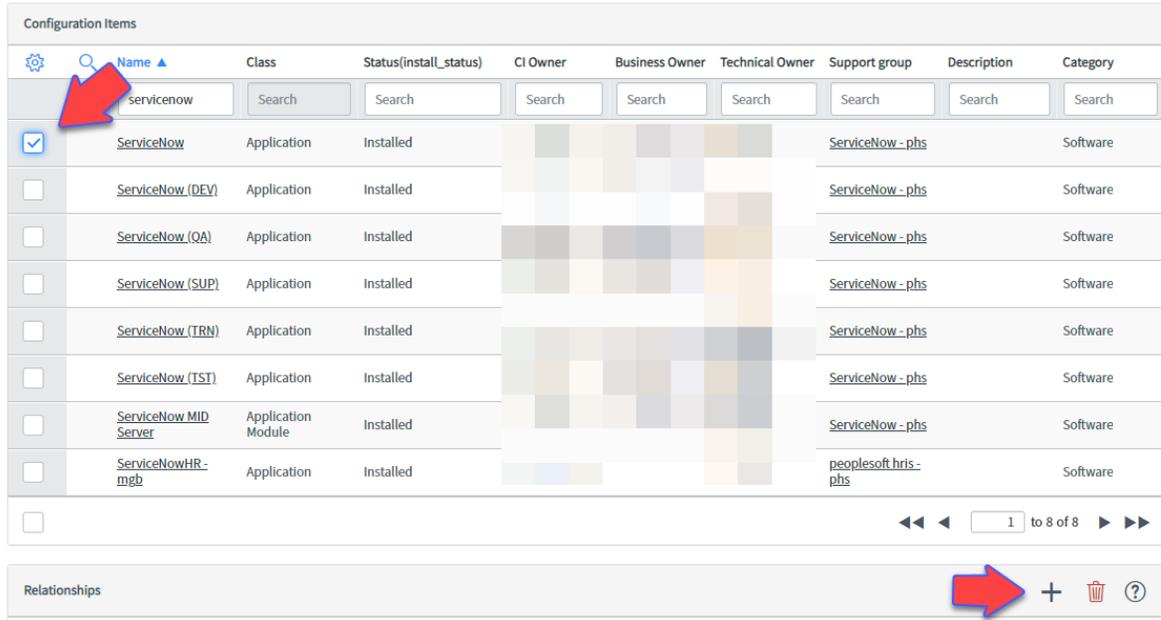
4. Click the magnifying glass under Configuration Items and type the name of the application service in the search box.



ITSM CMDB Coordinators Role and Responsibilities

- 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.



Configuration Items									
  Name ▲	Class	Status(instal_status)	CI Owner	Business Owner	Technical Owner	Support group	Description	Category	
<input checked="" type="checkbox"/> ServiceNow	Application	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNow (DEV)	Application	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNow (QA)	Application	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNow (SUP)	Application	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNow (TRN)	Application	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNow (TST)	Application	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNow MID Server	Application Module	Installed				ServiceNow - phs		Software	
<input type="checkbox"/> ServiceNowHR-mgb	Application	Installed				peoplesoft hris - phs		Software	

Relationships   

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

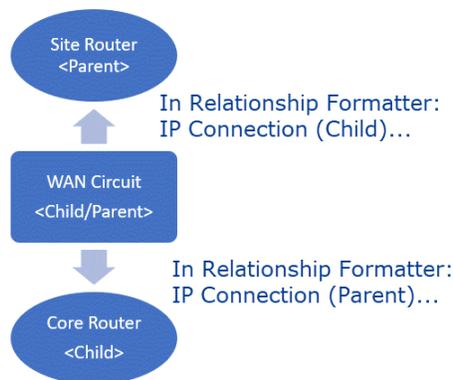
ITSM CMDB Coordinators Role and Responsibilities

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

Note: This relationship is mapped by the network team.

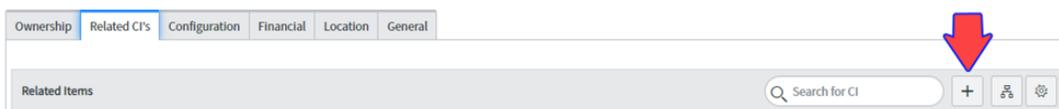
When mapping network WAN circuits-to-IP router/switch relationships, the relationship is always made from the WAN circuit. As it pertains to effective Change Management, for the network WAN circuit, the remote site router will show as the Impacted CI.

- 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)**...

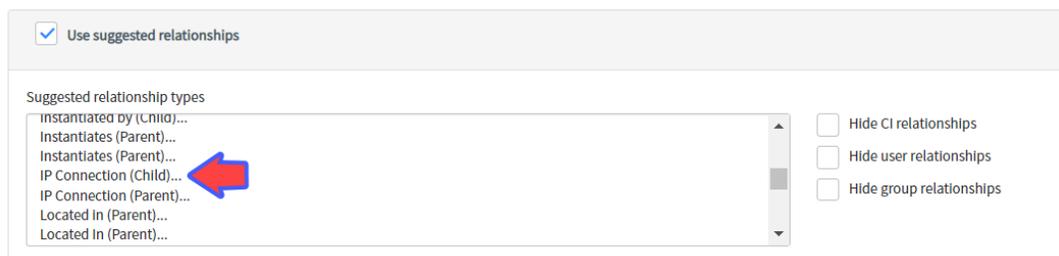


Add a relationship from the WAN circuit to a site router using the following steps.

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



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



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).

ITSM CMDB Coordinators Role and Responsibilities

Filter

Class IP Switch

Status(install_status) Retired

Run filter

Configuration Items

	Name	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
	<input type="text" value="a100cumming2"/>	<input type="text" value="Search"/>							
<input type="checkbox"/>	a100cumming2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s1	SAL221201XE	IP Switch	Installed				neteng - nsmc	Network - Telecom
<input type="checkbox"/>	a102e1s2	SAL221201XG	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s5	FDO2215Q0TD	IP Switch	Installed				neteng - nsmc	

- 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.

Configuration Items

	Name	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
<input type="checkbox"/>	a100cumming2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc	
<input checked="" type="checkbox"/>	a102e1s1	SAL221201XE	IP Switch	Installed				neteng - nsmc	Network - Telecom
<input type="checkbox"/>	a102e1s2	SAL221201XG	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s5	FDO2215Q0TD	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e1s1	SPE17050081	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e2s1	FXS2213Q1WB	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e3s1	FXS2213Q2A3	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e11s1	JAD222002TM	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a1069roadway1s1	FXS1646Q12D	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a130countyrdbs1	FDO2215Q00U	IP Switch	On Order				neteng - nsmc	

Relationships   

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

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

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

Ownership **Related CI's** Configuration Financial Location General

Related Items   

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

ITSM CMDB Coordinators Role and Responsibilities

Use suggested relationships

Suggested relationship types

- instantiated by (child)...
- Instantiates (Parent)...
- Instantiates (Parent)...
- IP Connection (Child)...
- IP Connection (Parent)...
- Located In (Parent)...
- Located In (Parent)...

Hide CI relationships
 Hide user relationships
 Hide group relationships

- 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 IP Switch

Status(install_status) Retired

Configuration Items

Name Serial number Class Status(install_status) CI Owner Business Owner Technical Owner Support group Category

	Name	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
<input type="checkbox"/>	a100cummins2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s1	SAL221201XE	IP Switch	Installed				neteng - nsmc	Network - Telecom
<input type="checkbox"/>	a102e1s2	SAL221201XG	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s5	FDO2215Q0TD	IP Switch	Installed				neteng - nsmc	

- 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.

Configuration Items

a100cummins2 Serial number Class Status(install_status) CI Owner Business Owner Technical Owner Support group Category

	Name	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
<input checked="" type="checkbox"/>	a100cummins2	CAT1940U1SP	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s1	SAL221201XE	IP Switch	Installed				neteng - nsmc	Network - Telecom
<input type="checkbox"/>	a102e1s2	SAL221201XG	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a102e1s5	FDO2215Q0TD	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e1s1	SPE17050081	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e2s1	FXS2213Q1WB	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e3s1	FXS2213Q2A3	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a104e11s1	JAD222002TM	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a1069broadway1s1	FXS1646Q12D	IP Switch	Installed				neteng - nsmc	
<input type="checkbox"/>	a130countryrbs1	FDO2215Q00U	IP Switch	On Order				neteng - nsmc	

Relationships to 10 of 3680

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

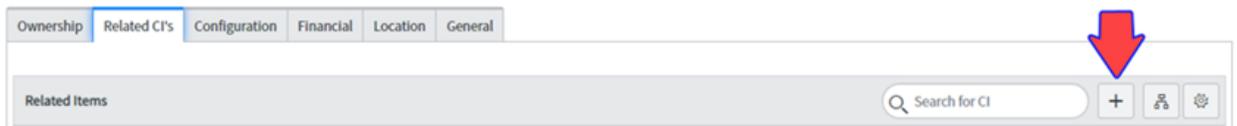
ITSM CMDB Coordinators Role and Responsibilities

Adding app-Technical Service relationships

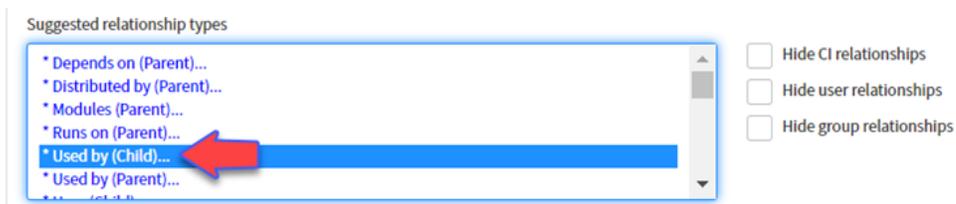
Add application services to Technical Service relationships (such as to Citrix, LDAP, and Okta) using the following steps.

Child CI	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 CI's tab and the  on the right.



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



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

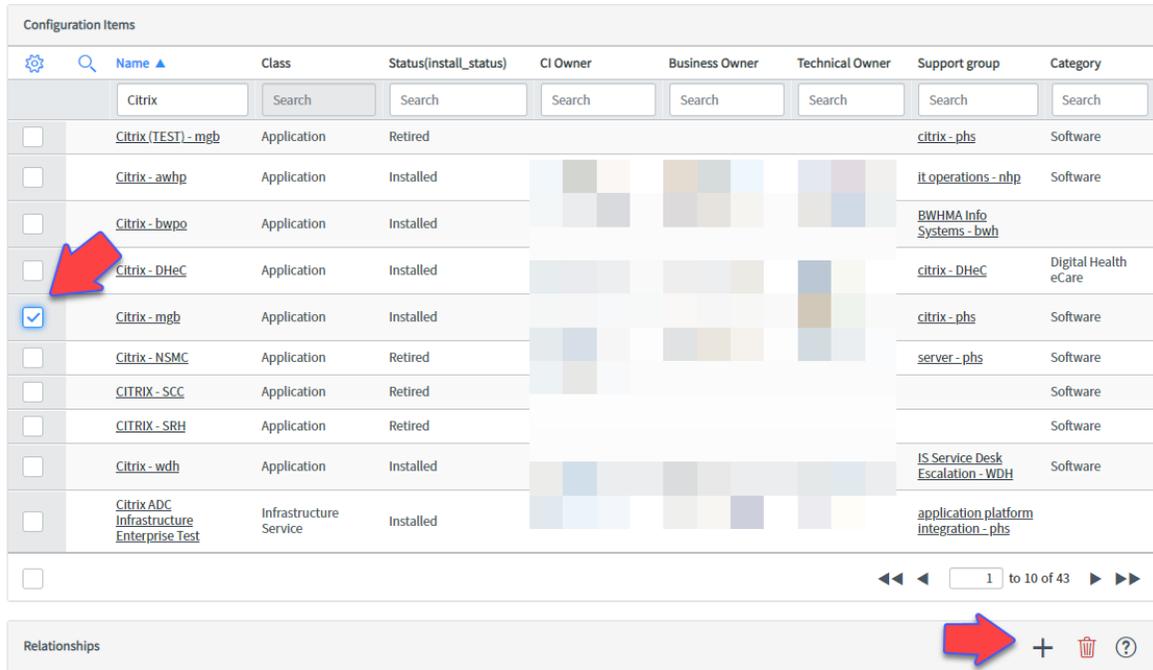
*Note: The Class must be Application. You must set the class and click **Run Filter** before typing.*

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

ITSM CMDB Coordinators Role and Responsibilities

- 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.



Configuration Items									
		Name ▲	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
<input type="checkbox"/>		Citrix	Search	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>		Citrix (TEST) - mgb	Application	Retired				citrix - phs	Software
<input type="checkbox"/>		Citrix - awbp	Application	Installed				it operations - nhp	Software
<input type="checkbox"/>		Citrix - bwpo	Application	Installed				BWHMA Info Systems - bwh	
<input type="checkbox"/>		Citrix - DHeC	Application	Installed				citrix - DHeC	Digital Health eCare
<input checked="" type="checkbox"/>		Citrix - mgb	Application	Installed				citrix - phs	Software
<input type="checkbox"/>		Citrix - NSMC	Application	Retired				server - phs	Software
<input type="checkbox"/>		CITRIX - SCC	Application	Retired					Software
<input type="checkbox"/>		CITRIX - SRH	Application	Retired					Software
<input type="checkbox"/>		Citrix - wdh	Application	Installed				IS Service Desk Escalation - WDH	Software
<input type="checkbox"/>		Citrix ADC Infrastructure Enterprise Test	Infrastructure Service	Installed				application platform integration - phs	

Relationships   

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

ITSM CMDB Coordinators Role and Responsibilities

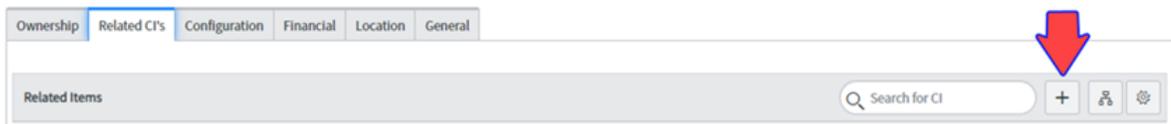
Adding web app-Shared farm relationships

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.

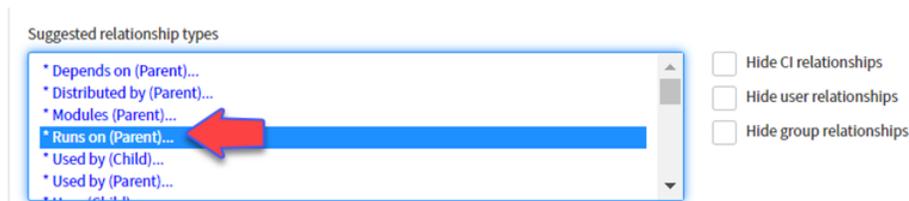
First, add application services to shared web farm relationships using the following steps.

Parent CI	Relationship	Child CI
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 CI's tab and the  on the right.



3. In the Suggested relationship types section, click **Runs on (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** before typing.*

ITSM CMDB Coordinators Role and Responsibilities

Configuration Items

	Name	Created	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
<input type="checkbox"/>	Web Services -.NET Endpoint-.mgb	2014-08-17 11:06:23 PM		Infrastructure Service	Installed	Christopher Dascomb	Steven Raymond	Christopher Dascomb	web server oncall-.phs	Service
<input type="checkbox"/>	Web Farm - Cache Clinical	2016-06-29 1:28:39 PM		Infrastructure Service	Installed	Christopher Dascomb	Steven Raymond	Adam Lyon	web server oncall-.phs	Software
<input type="checkbox"/>	Web Farm - Clinical.NET Intranet	2016-06-29 1:29:03 PM		Infrastructure Service	Installed	Christopher Dascomb	Steven Raymond	Adam Lyon	web server oncall-.phs	Service
<input type="checkbox"/>	Web Farm - secured external	2016-07-12 10:43:10 AM		Infrastructure Service	Installed	Christopher Dascomb	Steven Raymond	Adam Lyon	web server oncall-.phs	Service
<input type="checkbox"/>	WebOperations	2017-06-30 6:10:35 PM		MSFT SQL Catalog	Retired					
<input type="checkbox"/>	WebOperations	2017-06-30 6:21:29 PM		MSFT SQL Catalog	Absent					
<input type="checkbox"/>	WEBCEG	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
<input type="checkbox"/>	webteamwiki	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
<input type="checkbox"/>	WebAnalyticsServiceApplication_StagingDB_0cee... d384-4ebb-b656-a5b65d25032e	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					
<input type="checkbox"/>	WebAnalyticsServiceApplication_ReportingDB_eb... 9bdc-4adf-a08c-5a5feae83976	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					

1 to 10 of 1433

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.

Configuration Items

	Name	Created	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
<input type="checkbox"/>	Web Services -.NET Endpoint-.mgb	2014-08-17 11:06:23 PM		Infrastructure Service	Installed				web server oncall-.phs	Service
<input type="checkbox"/>	Web Farm - Cache Clinical	2016-06-29 1:28:39 PM		Infrastructure Service	Installed				web server oncall-.phs	Software
<input checked="" type="checkbox"/>	Web Farm - Clinical.NET Intranet	2016-06-29 1:29:03 PM		Infrastructure Service	Installed				web server oncall-.phs	Service
<input type="checkbox"/>	Web Farm - secured external	2016-07-12 10:43:10 AM		Infrastructure Service	Installed				web server oncall-.phs	Service
<input type="checkbox"/>	WebOperations	2017-06-30 6:10:35 PM		MSFT SQL Catalog	Retired					
<input type="checkbox"/>	WebOperations	2017-06-30 6:21:29 PM		MSFT SQL Catalog	Absent					
<input type="checkbox"/>	WEBCEG	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
<input type="checkbox"/>	webteamwiki	2017-06-30 6:57:09 PM		MSFT SQL Catalog	Absent					
<input type="checkbox"/>	WebAnalyticsServiceApplication_StagingDB_0cee... d384-4ebb-b656-a5b65d25032e	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					
<input type="checkbox"/>	WebAnalyticsServiceApplication_ReportingDB_eb... 9bdc-4adf-a08c-5a5feae83976	2017-07-26 6:54:09 PM		MSFT SQL Catalog	Installed					

1 to 10 of 1433

Relationships   

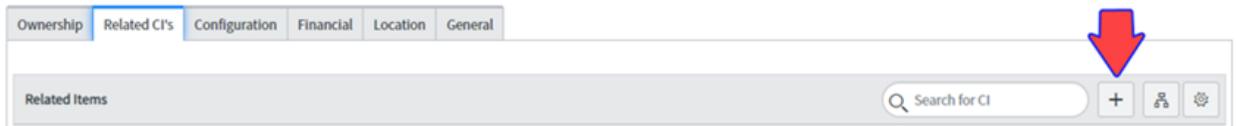
6. Click **Save** at the bottom of the screen.

ITSM CMDB Coordinators Role and Responsibilities

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

Parent CI	Relationship	Child CI
Application	Parent (Depends on...)	File replication CI

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



3. In the Suggested relationship types section, click **Depends on (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** before typing.*

Configuration Items										
	Name	Created	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
	Repliweb content	Search	Search	Search	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	Repliweb Content Management (CLINICAL) - mgb	2014-08-17 11:06:48 PM		Application	Installed				web server oncall - phs	Software
<input type="checkbox"/>	Repliweb Content Management (NON-CLINICAL) - phs	2020-02-24 11:43:04 AM		Application	Installed				web server oncall - phs	Software
<input type="checkbox"/>	Repliweb Content Management (DEV/STG) - phs	2020-02-24 11:55:55 AM		Application	Installed				web server oncall - phs	Software

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.

ITSM CMDB Coordinators Role and Responsibilities

Configuration Items										
	 Name	Created 	Serial number	Class	Status(install_status)	CI Owner	Business Owner	Technical Owner	Support group	Category
	Repliweb content	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input checked="" type="checkbox"/>	Repliweb Content Management (CLINICAL) - mgb	2014-08-17 11:06:48 PM		Application	Installed				web server oncall - phs	Software
<input type="checkbox"/>	Repliweb Content Management (NON-CLINICAL) - phs	2020-02-24 11:43:04 AM		Application	Installed				web server oncall - phs	Software
<input type="checkbox"/>	Repliweb Content Management (DEV/STG) - phs	2020-02-24 11:55:55 AM		Application	Installed				web server oncall - phs	Software
<input type="checkbox"/>										

<< < 1 to 3 of 3 > >>

Relationships   

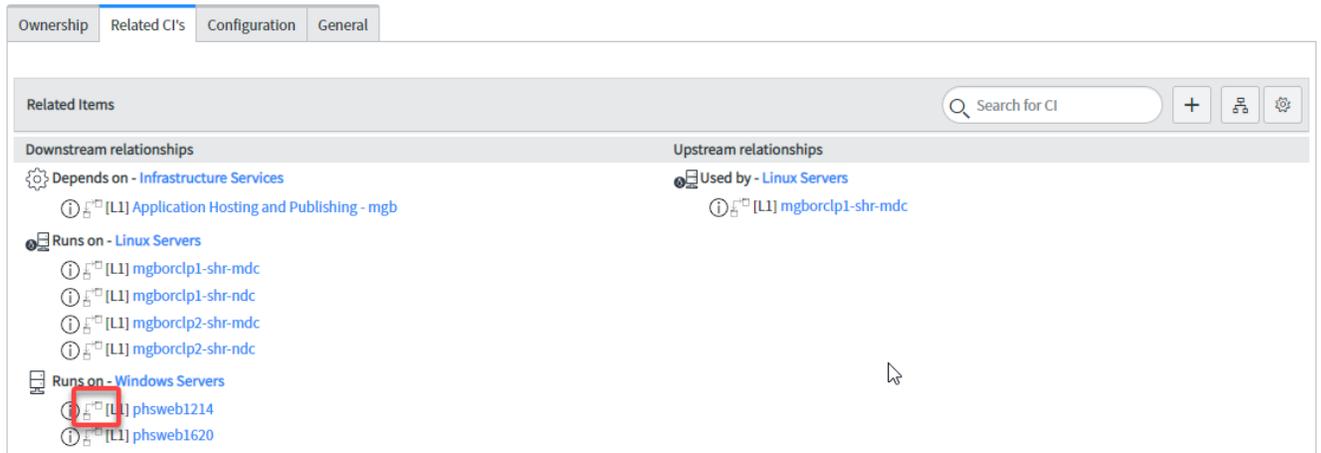
6. Click **Save** at the bottom of the screen.

ITSM CMDB Coordinators Role and Responsibilities

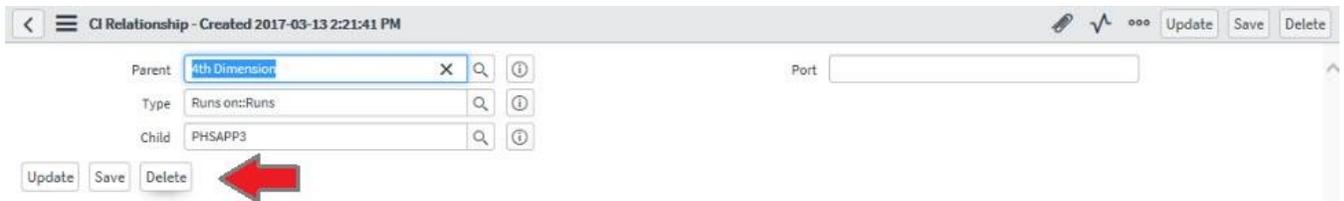
Deleting relationships

You can delete relationships as follows:

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



2. Click the **Delete** button.



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



ITSM CMDB Coordinators Role and Responsibilities

*Note: You can also click the  to the right of **Related Items** and reverse the steps for adding relationships. However, this method does not work if the CI 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 [App Portfolio Management - KB003975](#).

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 [here](#) 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>, such as Peoplesoft – MGH.
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 service only. Is this an application service module or sub software (Yes or No)?
Model ID	Hardware only. The model number assigned by the manufacturer.
CI 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 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.”
Owning Entity	The entity that owns the CI.
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.

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	

Supplemental Information

Reserved for future use.