Create a Storage Device Class Configuration Item Record:

1. From the ServiceNow left navigation menu go to the Configuration application, Physical Host Layer and select Storage.
2. On the right side of the screen a list of existing Storage Device Configuration Items (CIs) will be displayed. At the top of the page click the New button to create a new Storage Devices CI.
3. Enter values in the red highlighted fields (required) and click Save.

   Note: The Class field is set to Storage Device. The Status field defaults to Received; if you update the Status field additional fields may be required.

Storage Device Class Configuration Item Status:

The Status is updated as you progress the CI record through the lifecycle. The value in the Status field denotes the stage of the CI record.

- **Received**— CI is physically in the possession of team that will deploy it.
- **Inventoried**— CI is available for deployment.
- **Deployed**— CI is in service.
- **Deprovisioned**— CI has reached the end of the lifecycle and is retired.

  **Disposition Type**

  - **Return to Vendor** (Record will be locked – user can still add notes to the Description field.)
  - **Trade in** (Record will be locked – user can still add notes to the Description field.)
  - **Cannibalized**— used for parts
  - **Surplused***(Record will be locked – user can still update the Description field.)
  - **Other**

- **In for Repair**— CI is being repaired
- **Lost**— CI has been reported lost
- **Stolen**— CI has been reported stolen

   Note: As the Storage Device CI record progresses through the lifecycle additional fields may be required on the Configuration Item form.