

HOW TO

Manage Application Relationships

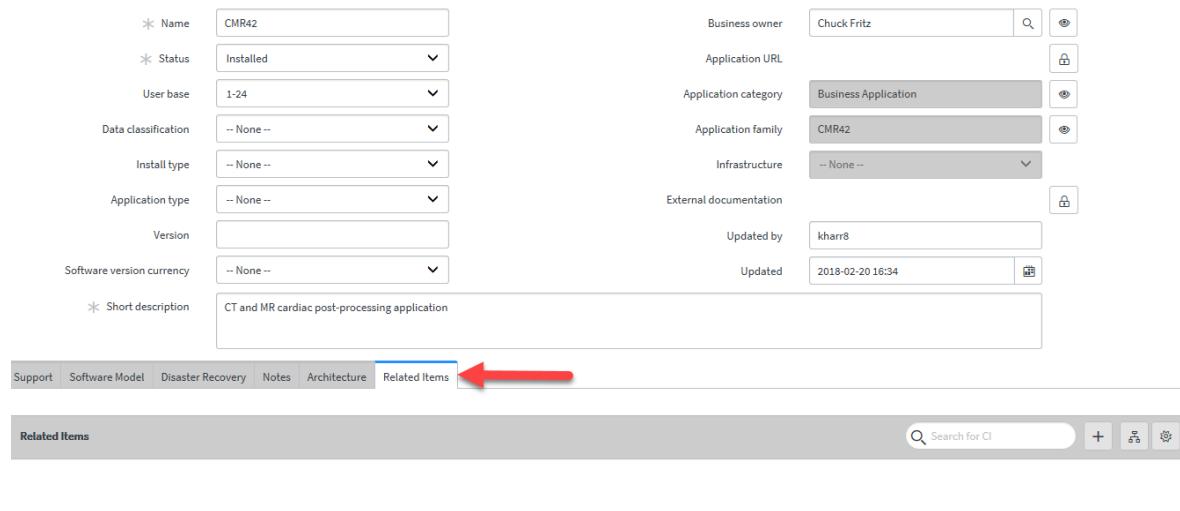
Audience: Application CI Owners

This guide explains the steps necessary to add, remove, and change a hardware relationship to an application in the ServiceNow CMDB.

A relationship in the CMDB consists of two CIs (Parent and Child) and a relationship type. We consider the application to be a Child to the hardware Parent (typically a server) on which it runs.

How to Add a Hardware Relationship to an Application

1. Search for the application you need within the CMDB Applications list view.
2. Open the application CI record from the search results.
3. On the application record, scroll down to the first set of tabs and select the *Related Items* tab.



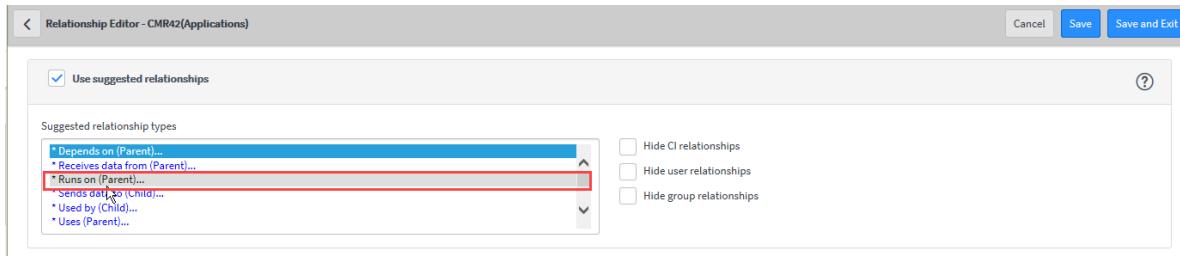
The screenshot shows the 'Related Items' tab highlighted with a red arrow. The tab is part of a set of tabs at the top of the application record page. The other tabs are 'Support', 'Software Model', 'Disaster Recovery', 'Notes', and 'Architecture'. The application record itself contains various fields: Name (CMR42), Status (Installed), User base (1-24), Data classification (None), Install type (None), Application type (None), Version, Software version currency (None), and a Short description (CT and MR cardiac post-processing application). To the right of the application record, there are several configuration items (CIs) listed: Business owner (Chuck Fritz), Application URL, Application category (Business Application), Application family (CMR42), Infrastructure (None), External documentation, Updated by (kharr8), and Updated (2018-02-20 16:34). Each CI has a 'View' and 'Edit' icon to its right.

4. In the Related Items section header, click the **+** icon to open the Relationship Editor.

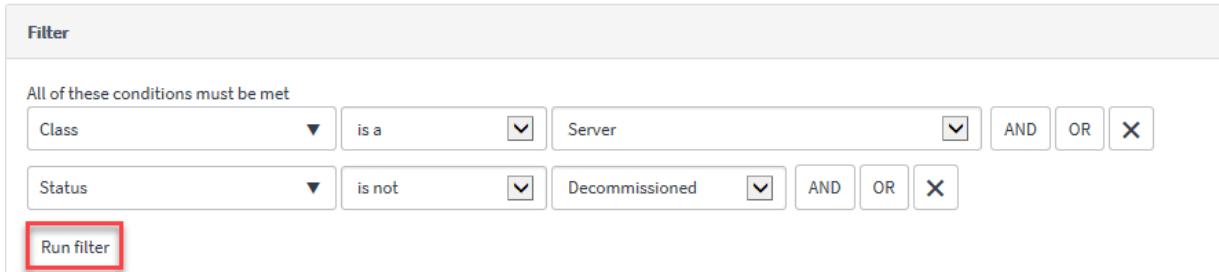


The screenshot shows the Relationship Editor interface. The top navigation bar includes tabs for 'Support', 'Software Model', 'Disaster Recovery', 'Notes', and 'Related Items'. The 'Related Items' tab is active. Below the tabs is a search bar with the placeholder 'Search for CI'. To the right of the search bar is a toolbar with several icons: a magnifying glass, a plus sign (highlighted with a red arrow), a gear, and a refresh symbol.

5. In the Relationship Editor, select **Runs On (Parent) . . .** as the Relationship Type.



In the *Filter* section, the default filter conditions for the *Runs On . . .* relationship type are *Class is a Server, AND Status is not Decommissioned*.



The *Configuration Items* section (below the *Filter* section) displays all the hardware records that meet the filter conditions.

If you don't see the hardware you need, you can:

- Add one or more conditions to the filter, and click the **Run filter** button.
- Search by displayed fields in the *Configuration Items* section by selecting the **Show Column and Search Row** icon (circled in the screenshot below).

6. In the *Configuration Items* section, click the checkbox to the left of the hardware you want to associate with your application.
7. On the *Relationships* section header (below the *Configuration Items*), click the **+** icon on the right side.

Configuration Items							
	Name	Class	Status(install_status)	IP Address	Location	Updated	Updated by
<input checked="" type="checkbox"/>	PPWEB04A	Windows Server	Installed	172.22.34.155	70th and Sand Point Way	2017-10-03 22:38	mid_discovery
<input checked="" type="checkbox"/>	PPWEB04B	Windows Server	Installed	172.22.34.156	70th and Sand Point Way	2017-10-03 22:35	mid_discovery
<input type="checkbox"/>	PPWEB10	Windows Server	Installed	172.22.44.51	70th and Sand Point Way	2017-10-03 15:17	mid_discovery
<input type="checkbox"/>							

Relationships			
Search	Type	Parent	Child
No records to display			

The *Relationships* section now displays the new hardware relationship.

8. Click **Save**, or **Save and Exit** to return to the main application form.

Configuration Items

	Name	Class	Status(install_status)	IP Address	Location	Updated	Updated by
<input type="checkbox"/>	PPWEB04A	Windows Server	Installed	172.22.34.155	70th and Sand Point Way	2017-10-03 22:38	mid_discovery
<input type="checkbox"/>	PPWEB04B	Windows Server	Installed	172.22.34.156	70th and Sand Point Way	2017-10-03 22:35	mid_discovery
<input type="checkbox"/>	PPWEB10	Windows Server	Installed	172.22.44.51	70th and Sand Point Way	2017-10-03 15:17	mid_discovery
<input type="checkbox"/> <input type="checkbox"/> to 3 of 3							

Relationships

Type	Parent	Child
<input type="checkbox"/> Runs on::Runs	Application XYZ	PPWEB04B
<input type="checkbox"/> Runs on::Runs	Application XYZ	PPWEB04A
<input type="checkbox"/>		
<input type="checkbox"/> to 2 of 2		

Cancel **Save** **Save and Exit**

(!) Caution: If you don't save, and just return to the main form by clicking the **Back** arrow at the top of the Relationship Editor, the relationship changes will **not** be saved.

Relationship Editor - CMR42(Aplications)

Cancel **Save** **Save and Exit**

Use suggested relationships

Suggested relationship types

- Depends on (Parent)...
- Receives data from (Parent)...
- Runs on (Parent)...
- Sends data to (Child)...
- Used by (Child)...
- Uses (Parent)...

Hide CI relationships
 Hide user relationships
 Hide group relationships

On the main application form, the relationship you just added displays in the *Runs On . .* section of the *Related Items* tab.

Support Software Model Disaster Recovery Notes Architecture **Related Items**

Related Items

Runs on - Windows Servers

- [L1] BPWSQL15
- [L1] PPWSET01

Search for CI

To quickly see the *Runs On* relationships, select the *Tree View* from the settings wheel.

Support Software Model Disaster Recovery Notes Architecture **Related Items**

Related Items

Downstream relationships

- ETM
 - ▶ [Runs on] BPWSQL02
 - ▶ [Runs on] PPWETM01

Upstream relationships

- ETM

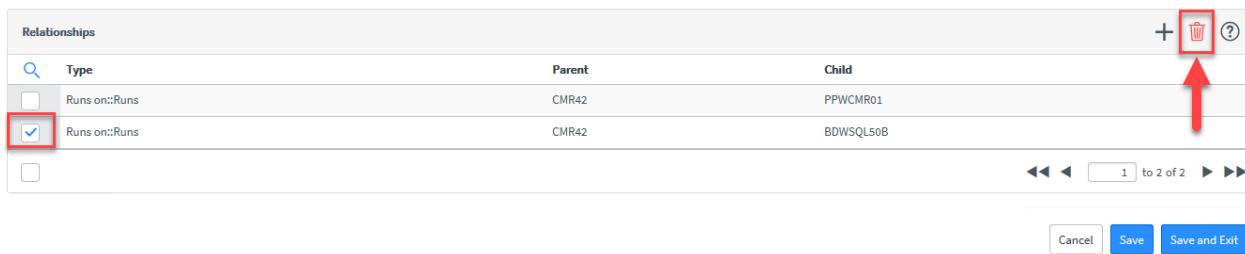
Settings

Show Relations In Flat/Tree Layout

Flat **Tree**

How to Remove a Hardware Relationship to an Application

1. On the application CI form, scroll down to the first set of tabs and select the *Related Items* tab.
2. In the *Related Items* section header, click the **+** icon to open the Relationship Editor.
3. Select **Runs On (Parent) . . .** as the Relationship Type.
4. In the *Relationships* section at the bottom of the Relationship Editor, select the checkbox to the left of the hardware relationship you want to remove.
5. On the right side of the *Relationships* section header, click the trashcan **Delete** icon.



Type	Parent	Child
<input type="checkbox"/> Runs on::Runs	CMR42	PPWCMR01
<input checked="" type="checkbox"/> Runs on::Runs	CMR42	BDWSQL50B
<input type="checkbox"/>		

Relationships

Cancel Save Save and Exit

The hardware relationship disappears from the Relationships list.

6. Click **Save** to save your deletion. If you made a mistake, click **Cancel**.

How to Change a Hardware Relationship to an Application

To change the relationship showing which hardware the application runs on, you must delete the existing relationship and then create a new one.

1. Follow the [How to Remove a Hardware Relationship to an Application](#) directions to remove the existing relationship.
2. Follow the [How to Add a Hardware Relationship to an Application](#) directions to add the new relationship.