

CSDC – Configuration Items

Overview

The Configuration Item (CI) component in ServiceLink is vital to CSDC business processes. The CI contains important details about the Service Number or device. Without the correct CI, all the necessary information needed to resolve the incident – especially the location of the problem – is missing from the incident record and reports. CI details include service number/circuit, routers, APs, servers, service agreements, building numbers, and other properties.

This document details how to search for and enter a CI, as well as how to read the CI information.

Enter/Search for a CI

How you enter a CI differs depending on the information you have:

Phone Number

If the CI is a phone, and you know the phone number, you can enter it in the CI field:

| | |
|---------------------|---------------------------|
| Configuration item: | 734615851 |
| Impact: | Showing 1 through 8 of 8 |
| Urgency: | 7346158510 Service Number |
| Priority: | 7346158512 Service Number |
| Short description: | 7346158513 Service Number |
| Description: | 7346158515 Service Number |
| | 7346158516 Service Number |
| | 7346158517 Service Number |
| | 7346158518 Service Number |
| | 7346158519 Service Number |

While you type the CI, a dynamic list displays, with the device class displayed next to the name. You can select the CI from the list or type the full name.

IP Address

While there are multiple ways to search for a device by using an IP Address, the listed steps need to be followed to ensure proper devices are selected:

1. Begin typing the IP Address in the **Configuration Item** field. A dynamic list of results displays as you type. Devices are listed with a name format of "<IP Address> on <device name>". If the correct device is listed, select it from the list. If your device is not listed, go to step 4.

| | |
|---------------------|--|
| Configuration item: | 141.213.149 |
| Impact: | Showing 1 through 4 of 4 |
| Urgency: | 141.213.149.167 on lumberjack.umnet.umich.edu IP Address |
| Priority: | 141.213.149.36 on ccs-dfs07 IP Address |
| | 141.213.149.37 on ccs-dfs06 IP Address |
| | 141.213.149.70 on ccmcomp.umnet.umich.edu IP Address |

2. Highlight the "<IP Address> on" text in the CI field and delete it, leaving the device name.


| | |
|---------------------|-----------------------|
| Configuration item: | 141.213.149.70 on ccr |
|---------------------|-----------------------|

- Verify the correct CI has been selected by moving your mouse over the **Info** icon. The CI details should display as explained in the Configuration Item Details section of this document. If the CI is correct, continue with your Incident.

Incorrect CI – The CI is incorrect if the only information that displays is the IP Address, IP version, Netmask, Nic and Configuration Item. Continue to step 4 to locate the correct IP Address.

- Click **Lookup Using List** .

- From the **Configuration Items** menu, select **Filters**, then **Search CI by IP Address**.

- Select **IP Address** in the **Go to** field, type an asterisk (*) followed by the IP Address in the Search box, and click **Go** .

- Select the appropriate device from the list.

- If the device is not found, do the following:
 - Enter a generic CI or a CI for a similar device in the **Configuration Item** field on the Incident form. Continue working the Incident.
 - Create a new Incident for the missing device. Include the IP Address and information about the device in the Incident description. Assign the Incident to the ServiceLink Assignment Group for investigation.

Configuration Item Details

Information about the CI can be viewed in two ways:

Hover – Information Icon

| | | | |
|---------------------|-------------------------------|----------------|-------------------------------------|
| Configuration item: | ntap-core-fxb.umnet.umich.edu | Billable: | <input checked="" type="checkbox"/> |
| Linux Server | | | |
| Name: | ntap-core-fxb.umnet.umich.edu | Company: | |
| Asset tag: | | Serial number: | 1P3ZK02 |
| Manufacturer: | Dell Inc. | Model ID: | Dell Inc. PowerEdge R320 |
| Asset: | Dell Inc. PowerEdge R320 | Assigned to: | |
| | | Department: | |
| | | Support group: | |
| Class: | Linux Server | | |
| Name/Location Tip: | | | |

Hover over the Info icon next to the CI to see a snapshot of the CI detail. Holding the Shift key with this window open will keep the window visible even after moving your mouse off the icon.

Click – Information Icon

Click the Info icon next to the CI to bring up the Configuration Item page. This view includes not only the same information available in the snapshot, but also detailed information about other devices/equipment that impacts or is impacted by the CI, and other items related to the CI.

Note: If you incorrectly entered an IP Address in the CI field, the info screens will have very limited – IP Address, IP Version, Netmask, NIC – on them. If you view an info screen that does not seem to have the proper information about the device, verify the CI selected is correct.

Service Contracts / Service Agreements

If a CI is covered by a Service Contract/Service Agreement, a **Service Contract** field displays under the **Configuration Item** field on the Incident form. You can hover over or click the Info icon for details about the Service Contract/Service Agreement.

| | | |
|---------------------|--------------|--|
| Configuration item: | 000CE604E2DB | |
| Service Contract: | SRV0010002 | |