

# Add and Remove CIs on the Affected and Impacted CI tabs

**Article ID:** KB0024317

**Created:** 2025-01-21 21:32:08

**Updated:** 2025-01-27 03:30:39

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/c39a6bc26fb9860070404a950d3ee41e',

'value': 'c39a6bc26fb9860070404a950d3ee41e'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/667c160987177494e3f297d83cbb35be',

'value': '667c160987177494e3f297d83cbb35be'}

Adding or Removing additional Configuration Item (CI)s

Note for Cap Gemini: Service Offerings are added to the Impacted Services/CIs.

Adding a Configuration Item to the Affected CIs tab

This will add Configuration Item(s) to the Affected CIs tab. Any added to the tab will have their approvers added as mandatory to the change record.

Scroll down to the bottom of the change record to the Affected CIs tab.

There are two methods to adding the CI.

Method #1

Click the blue Add button on the right side of the Affected CIs tab.

In the new screen which comes up, search for the CI you want.

In the drop-down list next to the right of Business Services make sure Name is chosen. Type the name of the CI in the empty search field and hit enter.

If you are not sure of the exact wording, first add a \* before your wording as this means the search will look for anything containing what you typed.

You can also type in the same wording in the blank field at the top of the Name column.

The screen will come up with a list of options. Click the check box next to the correct CI(s) you want to add. You can choose multiple CIs. Make sure the CI(s) chosen is Operational and has an approval group listed or else it will not be added.

Once you have chosen all the CIs needed, click Add Selected.

This will take you back to the main screen and the CIs chosen should be present. If they are not there, then they were not Operational and/or had no approval group.

Method #2

Click the blue Edit button on the right side of the Affected CIs tab.

In the new screen which comes up, search for the CI you want by typing the name of the CI in the search field on the left side under Collection. As you start typing out the name, the valid options will appear below.

Once you see the option you want, click it twice to move it over to the list on the right side or click once to highlight it and click the arrow pointing in that direction. When moving the cursor over the arrow, it

should show text saying "Add".

This can be repeated for multiple CIs. Once you have chosen all the CIs needed, click Save.

This will take you back to the main screen and the CIs chosen should be present. If they are not there, then they were not Operational and/or had no approval group.

Removing a Configuration Item from the Affected CIs tab

This will allow you to remove CIs added using the Add button on the Affected CIs tab.

Scroll down to the bottom of the change record to the Affected CIs tab.

Click the blue Edit button on the right side of the Affected CIs tab.

In the new screen which comes up, on the right side is a list of the CIs on the Affected CIs tab. Highlight the CIs you want removed.

Click the bottom arrow button to remove the CIs. When moving the cursor over the arrow, it should show text saying "Remove"

Once you have chosen all the CIs needed, click Save

This will take you back to the main screen and the CIs chosen should no longer be present.

Adding a Configuration Item to the Impacted Services/CIs tab

This will add Configuration Item(s) to the Affected CIs tab. Any added to the tab will have their approvers added as mandatory to the change record.

Scroll down to the bottom of the change record to the Affected CIs tab.

Click the blue Add button on the right side of the Affected CIs tab.

In the new screen which comes up, search for the CI you want. This will take longer since the search is not limited to only CIs with approval groups.

In the drop-down list next to the right of Business Services make sure Name is chosen. Type the name of the CI in the empty search field and hit enter.

If you are not sure of the exact wording, first add a \* before your wording as this means the search will look for anything containing what you typed.

You can also type in the same wording in the blank field at the top of the Name column.

The screen will come up with a list of options. Click the check box next to the correct CI(s) you want to add. You can choose multiple CIs. Make sure the CI(s) chosen is Operational and has an approval group listed or else it will not be added.

Once you have chosen all the CIs needed, click Add Selected.

This will take you back to the main screen and the CIs chosen should be present. If they are not there, then they were not Operational and/or had no approval group.