ServiceNow – Add new asset to CMDB

1. Log in to your ServiceNow instance with the appropriate credentials.
2. Open the CMDB module: Locate and navigate to the CMDB module within the ServiceNow platform. This is typically found in the main navigation menu or can be accessed through the search functionality.
3. Access the CI (Configuration Item) form: In the CMDB module, search for or select the appropriate CI form that corresponds to the type of asset you want to add. Examples include "Computer," "Server," or "Network Device."
4. Create a new CI record: Click on the "New" button or similar option to create a new CI record for the asset. This will open a form where you can input and manage the asset's information.
5. Provide asset details: Fill out the required and relevant fields in the CI form to provide detailed information about the asset. This may include fields such as asset name, description, manufacturer, model, serial number, location, assigned user, and other relevant attributes.
6. Associate relationships: Establish any relationships or dependencies that the new asset has with other CIs in the CMDB. For example, you can link a computer asset to its associated user, network devices, or software applications.
7. Save the CI record: Once you have provided all the necessary information, click on the "Save" or "Submit" button to save the new CI record. The asset will then be added to the CMDB.
8. Verify and update: Verify that the new asset appears in the CMDB by searching for it using appropriate filters or by navigating to the appropriate CI list. You can also periodically update the asset's information as needed, such as changes in location, ownership, or attributes.