

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

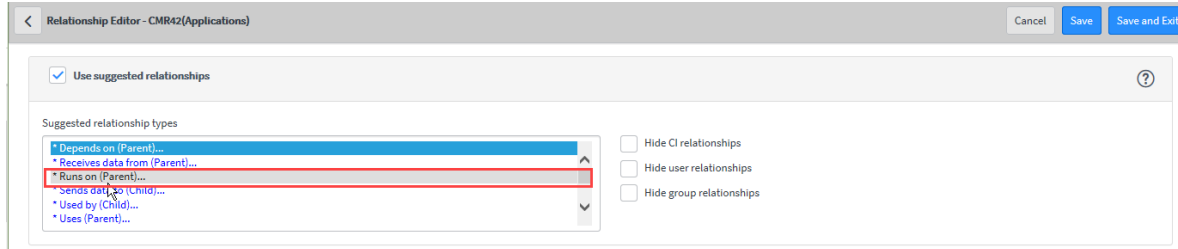
1. Search for the application you need within the CMDB Applications list view.
2. Open the application CI record from the search results.
3. On the application record, scroll down to the first set of tabs and select the *Related Items* tab.

The screenshot shows the application record for CMR42. The 'Related Items' tab is selected and highlighted with a red arrow. The 'Related Items' section header is visible at the bottom of the record, with a search bar and a plus icon (+) to its right.

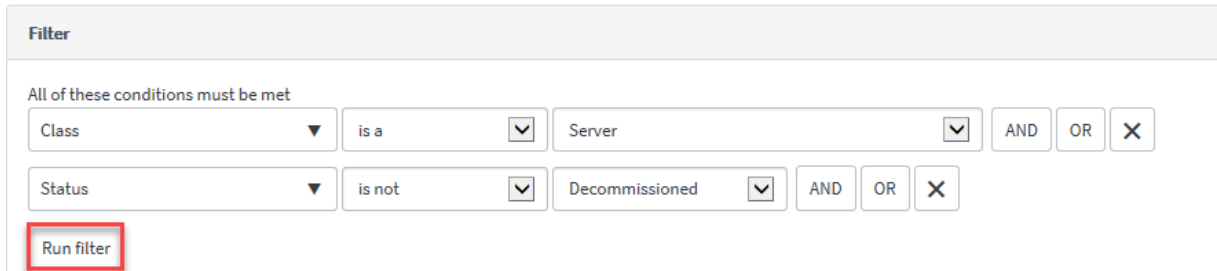
4. In the Related Items section header, click the + icon to open the Relationship Editor.

The close-up screenshot shows the 'Related Items' section header with a search bar and a plus icon (+) to its right. A red arrow points to the plus icon, indicating the next step in the process.

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*.



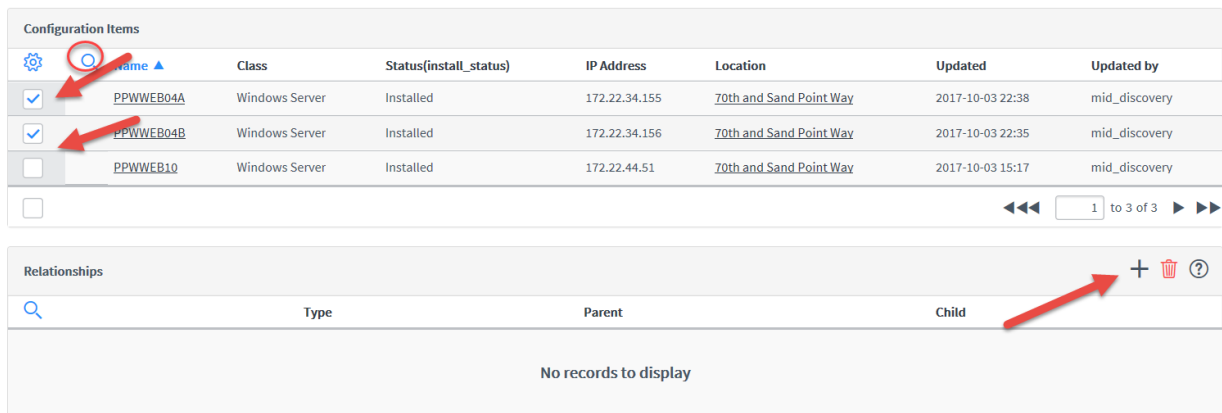
The *Configuration Items* section (below the *Filter* section) displays all the hardware records that meet the filter conditions.

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).

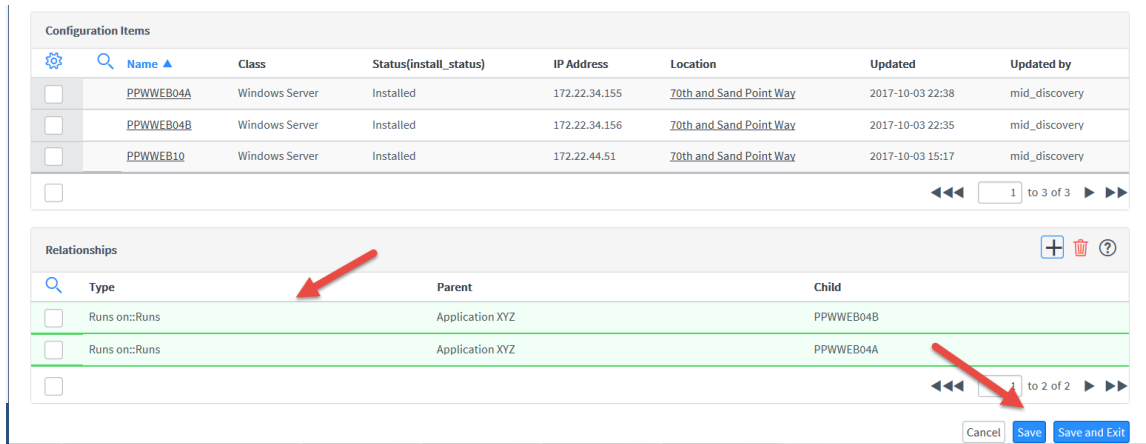
6. In the *Configuration Items* section, click the checkbox to the left of the hardware you want to associate with your application.

7. On the *Relationships* section header (below the *Configuration Items*), click the **+** icon on the right side.

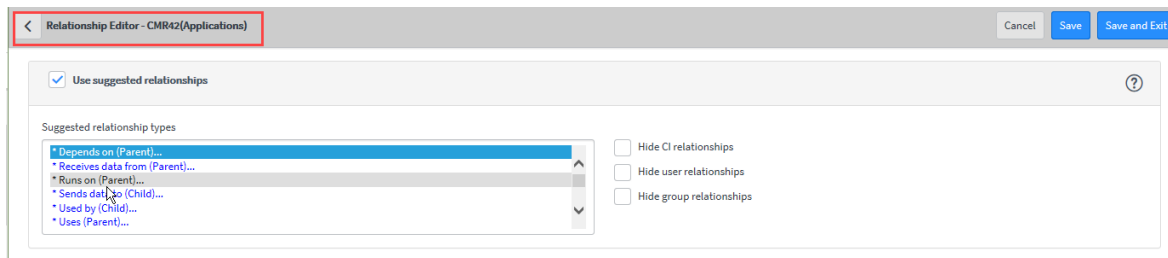


The *Relationships* section now displays the new hardware relationship.

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



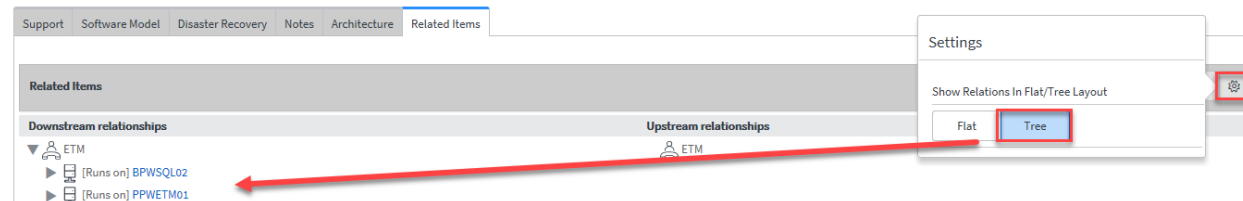
(!) Caution: If you don't save, and just return to the main form by clicking the **Back** arrow at the top of the Relationship Editor, the relationship changes will **not** be saved.



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

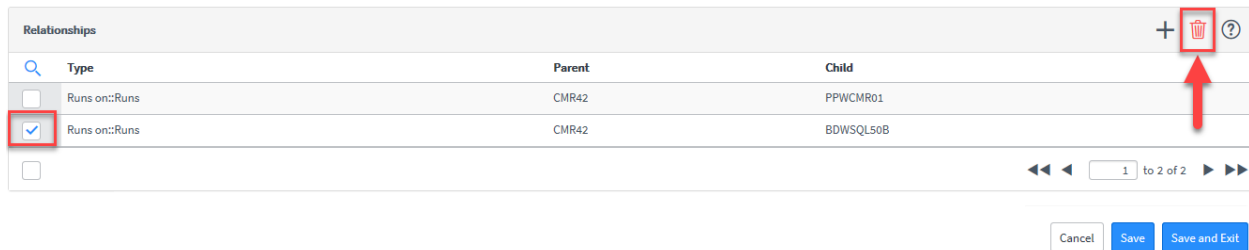


To quickly see the *Runs On* relationships, select the *Tree View* from the settings wheel.



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.



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.