



Configuration Items (CIs)

Definition

A Configuration Item (CI) is an information technology asset, service, or a combination of IT assets and services that may depend on and/or have relationships with other information technology processes. A CI will have attributes which may be hierarchical and relationships that will be assigned by the configuration manager in the Configuration Management Database (CMDB). *In other words, a CI is the asset or service around which the ticket is focused.*

Examples of CIs

- An agency-specific software application
- Servers
- Circuits and other Network Components
- An agency's Vital Business Function

Tool Functionality

VMware Service Manager (VSM) provides multiple ways of searching and linking to affected CIs, depending upon the issue or request. Additionally, VSM Configuration Management provides the ability to link the CIs in a series of ranges, thereby allowing the search for a specific CI to be simplified.

Searching CIs

Configuration Item Ranges

VSM provides the ability to narrow down search results based on a range of CIs. The following section describes the current configuration of CI classifications:

- Application
- Circuit
- Computer
- Display Device

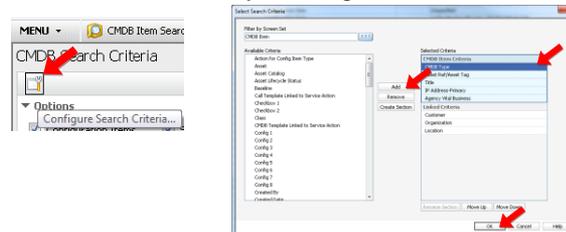
- Documentation
- Facilities
- Generic
- Logical Network Connections
- Mainframe
- Master Site List
- Network Component
- Non-Support Device
- Office Electronics
- Peripheral
- Server Environment
- Storage
- Telecommunications

Locating a CI from the CMDB Item Search

1. From the *Menu*, click **Search > CMDB Items**.



2. If not already there, add *CMDB Type* to your Search Criteria by clicking the Criteria Wrench.



3. Filter the CMDB Type by the CI Type for which you are searching and **double click** the option you want.

Example: If you want to find *Agency-Specific Software*, select *Applications*. If you want to query **ALL** Configuration Items, just leave the selection as *Configuration Item*.

4. Select **Equal + Below** to find the range.

▼ CMDB Item Criteria



5. If a smaller range of results are needed, filter by the appropriate Criteria to narrow the range.

Example: Add the *Location* or *Organization* (agency) to which the CI range is assigned.

6. If you wish to export the data, **right click** the results, and select the appropriate option.

Note: You can click **Open in Excel** to open a new spreadsheet filtered by the column headers.

