



National Finance Center Customer Notification

NFC BSM ServiceNow Upgrade Status

November 26, 2019

Reference Number: NFC-1574699841

Dear Customer,

The National Finance Center (NFC) Business Service Management (BSM) team is notifying our customer Agencies that the NFC BSM ServiceNow application upgrade scheduled for 11/23/2019 was delayed due to limited customer participation in validation & verification (V&V). Customer participation is paramount to discover any issues with the customer facing Service Portal. The team was unable to properly validate customer logins using both federated eAuthentication and non-federated accounts.

Because of this delay, customers should continue using the URLs below to access the Customer Service Portal (CSP):

- Federated Users: <https://nfcerp.service-now.com>
- Non-Federated Users: <https://nfcerp.service-now.com/ess>

More information regarding the rescheduling of the upgrade will be released soon.

All questions should be submitted to the NFC Operations and Security Center (OSC) at 1-800-767-9641 or osc.etix@usda.gov, NFC's Contact Center at 1-855-632-4468, or via NFC BSM ServiceNow CSP.