



## National Finance Center Customer Notification

# National Finance Center (NFC) Business Service Management (BSM) ServiceNow Upgrade

August 5, 2020

Reference Number: NFC-1596573227

Dear Customer:

The NFC BSM ServiceNow® team is notifying our customer Agencies that on August 29, 2020, the NFC BSM ServiceNow application will be upgraded from Madrid to Orlando.

The Orlando upgrade will not impact existing service catalogs or incident submissions. It will allow future enhancements, that will provide greater transparency and functionality for our customers.

To ensure a successful upgrade, the NFC ServiceNow team is coordinating participation for regression validation/verification beginning August 12, 2020. Agency representatives should contact Client Management at [Client.Management@usda.gov](mailto:Client.Management@usda.gov) by August 10, 2020, to participate in the upgrade regression validation and verification.

Required Information:

- NFC BSM ServiceNow User ID
- Validator first and last name
- Email address
- Telephone number

Participants will receive the regression validation and verification schedule no later than August 11, 2020.

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