



National Finance Center
Customer Notification

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

September 1, 2020

Reference Number: NFC -1598394787

Dear Customer:

The NFC BSM ServiceNow® team is notifying our customer Agencies that the ServiceNow® application was successfully upgraded from the Madrid version to the Orlando version on August 29, 2020. The Orlando upgrade will not impact existing service catalogs or incident submissions and will allow NFC to incorporate future enhancements that will be announced at a later date.

Customer Agencies will not need to make any changes to their access or procedures.

Please note: ServiceNow® recommends that customers utilize a modern browser (such as Google Chrome or Microsoft Edge) to access ServiceNow®. Use of Internet Explorer 11 is not recommended due to significant performance issues with the browser.

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