



## National Finance Center Customer Notification

# NFC Implements Requests for Training Through ServiceNow

May 18, 2021

Reference Number: NFC-1621355192

Dear Customer:

The National Finance Center (NFC) is pleased to announce the latest enhancement to ServiceNow – the ability to submit a training request through a ServiceNow ticket. Agencies will use this new functionality to schedule all their training needs such as Agency-specific training or to register for NFC’s quarterly training offerings. The new enhancements include access to the online training registration process using the ServiceNow portal, streamlined notifications for all trainees, surveys, completion certificates, and the ability to track the progress of your training from request to execution within ServiceNow.

Beginning June 30, 2021, all official requests for training must be submitted through ServiceNow. NFC will discontinue the training mailbox ([nfc.training@usda.gov](mailto:nfc.training@usda.gov)) once the new ServiceNow functionality is made available on June 30, 2021.

### **Getting Started**

In preparation for requesting training through ServiceNow, we ask that Agencies establish a minimum of 3 points of contact (POC) approved to submit training requests. Please submit the following information no later than close of business Monday, May 24, 2021:

- POC Name
- POC Phone Number
- POC Email Address

NFC will grant these POCs the appropriate access and training for this new feature in ServiceNow.

### **Participating in Customer User Acceptance Testing (CUAT)**

NFC will conduct a CUAT for this new functionality on **June 7-11, 2021**. An invitation will be sent to the POCs established with further details on testing and training.

If you have questions or require additional information, please contact us at [TCB.Events@usda.gov](mailto:TCB.Events@usda.gov).