

## National Finance Center (NFC) Business Service Management (BSM) ServiceNow® (SN) Upgrade to San Diego Version – Reminder

April 21, 2023

Reference Number: NFC-1682098970

Dear Customer,

The National Finance Center (NFC) Business Service Management (BSM) ServiceNow® (SN) team is reminding our customer Agencies that on Saturday, April 22, 2023, the NFC BSM SN application will be upgraded from the current Rome version to the newest FedRAMP approved San Diego version.

The San Diego upgrade will not impact existing service catalogs or incident submissions.

All questions related to the upgrade should be submitted to the NFC Contact Center at 1-855-632-4468, or via the NFC BSM SN Customer Service Portal.

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow users: [https://nfcerp.servicenowservices.com/sp\\_ess/](https://nfcerp.servicenowservices.com/sp_ess/)