

## NFC Business Service Management (BSM) ServiceNow® Successful Upgrade

April 24, 2023

Reference Number: NFC- 1682349067

Dear Customer,

The NFC BSM ServiceNow® team is notifying our customer Agencies that the ServiceNow application was successfully upgraded from the Rome version to the San Diego version on April 22, 2023. The upgrade does not impact existing service catalogs or incident submissions.

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

**Please note:** ServiceNow recommends 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](mailto:osc.etix@usda.gov), the NFC Contact Center at 1-855-632-4468, or via the NFC BSM ServiceNow Customer Service Portal (CSP).