

## National Finance Center (NFC) Business Service Management (BSM) ServiceNow® Upgrade and New Customer Service Management (CSM) Government Insurance Services Implementation Status

June 26, 2026

Reference Number: NFC-1782412524

Dear Customer:

The NFC BSM ServiceNow® team is informing our customer Agencies that the ServiceNow® Australia upgrade and the CSM-Government Insurance Services Implementation, originally scheduled for June 27, 2026, will be rescheduled.

More information regarding the new scheduling of the upgrade and implementation will be released soon.

Authorized Agency representatives with questions concerning this notification should contact the NFC Operations and Security Center (OSC) at 1-800-767-9641 or [osc.etix@usda.gov](mailto:osc.etix@usda.gov), contact the NFC Contact Center at 1-855-632-4468, or submit a request in the ServiceNow Customer Service Portal using the following links:

- For Federated Users – <https://nfcbsm.servicenowservices.com/>
- For Non-Federated Users –
  - Designated Agency POCs, Servicing Personnel Officers, and Benefits Processing Officers, and Security Officers:  
<https://nfcbsm.servicenowservices.com/csm/>
  - OPM Customers: [https://nfcbsm.servicenowservices.com/sp\\_ess/](https://nfcbsm.servicenowservices.com/sp_ess/)