



National Finance Center Customer Notification

Update: Replacing Remedy Requester Console with Business Service Management ServiceNow

July 18, 2017

Dear Customer:

As previously announced in National Finance Center (NFC) Customer Notification dated June 29, 2017, NFC's transition from BMC Remedy System Requester Console (RRC) to Business Service Management (BSM) ServiceNow (SNOW) was in the final stages of acquiring an Authority to Operate (ATO). NFC has now received the official ATO; therefore, effective July 21, 2017 NFC BSM SNOW will be operational for all authorized customers.

This NFC Customer Notification contains detailed information on the scheduled SNOW implementation process.

On July 21, 2017 access to RRC will be disabled and all new tickets will be entered via the SNOW Customer Service Portal (CSP). An email will be sent to all current RRC users with login instructions to the BSM SNOW CSP. As described in the May 5 notice, customer training is highly recommended due to the new look, feel and flow of SNOW CSP. The Voice-Over Power Point training is available at <https://nfc.usda.gov/training/online/servicenow/ess/>.

At the end of July and beginning of August 2017, all open Software Change Requests (SCRs) in Remedy will be transitioned to SNOW.

From July 21 thru October 20, 2017, open Remedy tickets (with the exception of SCRs) will be worked as normal until closed. At the end of this period, all open tickets remaining in Remedy will be moved to SNOW.

During the transition period, when a Remedy ticket is moved to SNOW, the customer will receive a notification that a SNOW ticket has been opened. Project Review Team (PRT) reports will contain the retired Remedy number plus the new SNOW ticket number.

The status of open tickets in Remedy can be obtained using the below contact information:

- For TIPS - email TIPSoperations@nfc.usda.gov or call 1-855-632-4468
- For DPRW - email NFC.DPRS@nfc.usda.gov or call 1-800-242-9630
- For all others applications, email NFCcontactcenter@nfc.usda.gov or call 1-855-632-4468
- For ASOs – contact NFC’s Operations Security Center (OSC) at 1-800-767-9641 or via email to OSC.etix@nfc.usda.gov.

Until successfully resolved, tickets closed in Remedy which are disputed will be reopened under a new ticket number in SNOW.