



National Finance Center Customer Notification

National Finance Center Business Service Management - ServiceNow Upgrade

June 20, 2018

Dear Customer:

The National Finance Center (NFC) is upgrading ServiceNow this weekend **June 23, 2018 8:00 a.m.** Central Time until **Sunday June 24, 2018 4:00 p.m.** Central Time.

During this time, the NFC ServiceNow portal will be unavailable. Users will be notified when the outage begins and when the system is back online. All participating testers will receive a separate detailed schedule by email.

Thank you for your patience during this critical upgrade.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either: via email to NFCcontactcenter@nfc.usda.gov or via the ServiceNow Customer Service Portal.