



National Finance Center
Customer Notification

Reminder: National Finance Center (NFC) Business Service Management (BSM) ServiceNow® Upgrade

August 27, 2020

Reference Number: NFC-1598539155

Dear Customer:

The NFC BSM ServiceNow® team is reminding our customer Agencies that on August 29, 2020, the NFC BSM ServiceNow application will be upgraded from Madrid to Orlando.

The Orlando upgrade will not impact existing service catalogs or incident submissions. It will allow future enhancements that will provide greater transparency and functionality for our customers.

All questions should be submitted to the NFC Operations and Security Center (OSC) at 1-800-767-9641 or osc.etix@usda.gov, the NFC Contact Center at 1-855-632-4468, or via the NFC BSM ServiceNow Customer Service Portal (CSP).