

National Finance Center (NFC) Business Service Management (BSM) ServiceNow® Utah Upgrade Ticket Availability

November 7, 2023

Reference Number: NFC-1699378282

Dear Customer,

The National Finance Center's (NFC) Business Service Management (BSM) ServiceNow® team is notifying our customer Agencies that as part of the Utah upgrade, Retirement tickets submitted between October 5 and November 3, 2023, may not be available to the customer. Due to the size of attachments, the transfer of records to the new environment is taking more time than planned. However, the Retirement processing team has all the previously submitted packages and is actively working your retirement records. As of 5:30 pm yesterday, all Military deposit tickets are available in the upgraded system and the attachments continue to be transferred.

An update will be provided when the move of all records and attachments are complete. **Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized Agency representatives with questions concerning this notification should contact the NCC at 1-855-NFC-4GOV (1-855-632-4468) or via ServiceNow.

- Federated ServiceNow Users: <https://nfcbsm.servicenowservices.com/>
- Non-Federated ServiceNow Users: https://nfcbsm.servicenowservices.com/sp_ess