



National Finance Center Insurance Notification

National Finance Center (NFC) Business Service Management (BSM) ServiceNow® Upgrade to San Diego Version

September 14, 2022

Reference Number: NFC - 1663000626

Dear Customer,

The National Finance Center's (NFC) Business Service Management (BSM) ServiceNow® team is notifying our customer Agencies that on October 22, 2022, the NFC BSM ServiceNow® application will be upgraded from the current Rome version to the newest FedRAMP approved, San Diego version.

The upgrade to San Diego includes updated features, new products, and a new automatic and innovative user experience. Users will transition to using the new Customer Service Management portal, which offers streamlined functionality to submit tickets.

In addition, the current Customer Service Portal for our servicing partners (Office of the Chief Information Officer (OCIO) and Office of Personnel Management (OPM)) will remain available, with a better organizational structure and improved ability to facilitate future integration with chat bots and newly designed Artificial Intelligence (AI) protocols.

To ease the transition, all current training documentation is being updated. New user guides and step-by-step videos will be available prior to the beginning of the upgrade validation and verification.

To ensure a successful upgrade, the NFC ServiceNow® team is coordinating Agency participation for regression validation and verification beginning September 22, 2022. Representatives with current access should contact:

CLER customers: nfc.cler@usda.gov

DPRW customers: nfc.dprs@usda.gov

TIPS customers: tipsoperations@usda.gov

by September 16, 2022, to participate in the upgrade regression validation and verification. No additional participants will be accepted after September 16th.

Required Information:

- NFC BSM ServiceNow User ID
- Validator first and last name
- Email address
- Telephone number

Participants will receive the regression validation and verification schedule no later than September 21, 2022.

Assistance with security related inquiries is available 24 hours per day, 7 days per week by contacting the Operations and Security Center (OSC) at 1-800-767-9641 or via email to osc.etix@usda.gov.