

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

November 2, 2023

Reference Number: NFC-1698955422

Dear Customer,

The National Finance Center's (NFC) Business Service Management (BSM) ServiceNow® team is notifying our customer Agencies that on November 4, 2023, the NFC BSM ServiceNow® application will be upgraded from the current San Diego version to the newest FedRAMP approved Utah version. The Customer Service Management (CSM) module has been delayed and is not included in this upgrade. Additional information will be forthcoming on future CSM training and scheduled release plans.

As a reminder, the ServiceNow application will not be available beginning November 2, 2023, at 4 PM CT until November 4, 2023, at noon CT. This scheduled outage, provides our engineers time to migrate all records to the new upgraded Utah version.

Once the NFC BSM ServiceNow application is available on November 4th, the following new URLs should be used to access the application:

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

Customer agencies should adjust any saved login links to the appropriate new URL.

Please note: ServiceNow recommends customers utilize a modern browser (such as Google Chrome or Microsoft Edge) to access ServiceNow. Use of Internet Explorer 11 is not recommended due to significant performance issues with the browser.

All questions related to the upgrade should be submitted to the NFC Contact Center at 1-855-632-4468, or via the NFC BSM ServiceNow® Customer Service Portal prior to our scheduled shutdown.

- Federated ServiceNow users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow users: https://nfcerp.servicenowservices.com/sp_ess/