



National Finance Center Security Officer Notification

Date: June 19, 2017

Subject: Business Service Management (BSM) Service Now (SNOW)

Customer(s) Affected: NFC Security Officers

Dear NFC Security Officer:

The National Finance Center (NFC) is transitioning from Remedy System to Business Service Management (BSM) Service Now (SNOW). The effective date will be June 30, 2017.

Customer training will remain available and is highly recommended due to the new look, feel and flow of SNOW Customer Service Portal (CSP). The Voice-Over Power Point training is available at <https://nfc.usda.gov/training/online/servicenow/ess/>.

Authorized Agency Security Officers (ASOs) will automatically get provisioned into the Service Now (SNOW) application. USDA and Non-USDA Federated Agency ASOs will utilize their HSPD-12 PIV for logon. Non-USDA agencies will utilize NFC issued credentials (i.e. UID and PW). The credentials will be delivered NLT, June 28, 2017 in preparation for the cutover to the new system.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions regarding this notification should contact NFC's Operations and Security Center at either 1-800-767-9641.