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WHITEPAPER · GOVERNMENT & HEALTHCARE

From legacy to leadership.

The strategic path from Cherwell to ServiceNow.

A risk-mitigated pathway for Australian Government organisations to modernise Service Management before the Cherwell End-of-Life deadline of 31 December 2026.

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From Cherwell to ServiceNow — Novabridge insights and experience.

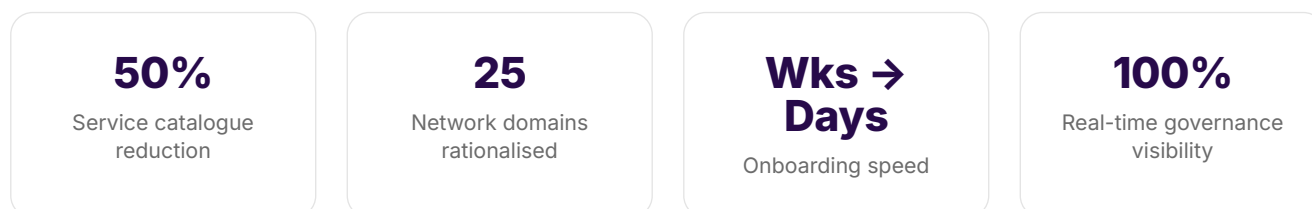
A practical guide for Australian Government and Health organisations facing the 2026 deadline.

Cherwell Service Management reaches full End-of-Life on **31 December 2026**. The operational risk, however, has already begun: support for version 2023.3 ended in **June 2025**, leaving many production environments without vendor patching today.

For the **6.8% of the ITSM market** still on Cherwell — concentrated heavily in Australian Government and Healthcare — this is not a routine upgrade. It is a forced market evolution, and waiting is not a neutral option. Every month without a chosen pathway compresses the timeline, raises the risk profile, and shrinks the pool of experienced migration partners available to help.

The destination is clear: ServiceNow. The path is not. Migrations typically follow one of three patterns — **Big Bang, Service-based**, or **Staged Transition** — each with different trade-offs around speed, risk, and disruption. In practice, few organisations follow a single model. Most blend approaches as conditions change.

The Department of Health, Disability and Ageing (DHDA) faced a large-scale Cherwell migration with significant complexity: nearly 1,000 service catalogue items accumulated over a decade, parallel transformations across Windows 11, Intune, and 25 network domains. Novabridge guided a phased journey that balanced urgency with governance.



The lessons that emerged apply broadly. Catalogue complexity — not the platform switch — is the hidden risk. Reusable components accelerate delivery. Concurrent change is the norm. Designing for scalability avoids future technical debt.

Migrating off Cherwell is inevitable. How you do it makes all the difference.

The clock is ticking — but the real story is the opportunity.

Cherwell End-of-Life isn't just a maintenance milestone. It's a forced market evolution.

**31 Dec
2026**

Cherwell full End-of-Life

Jun 2025

v2023.3 support already ended

6.8%

of ITSM market —
Government & Health
concentrated

3

migration pathways — and
the right blend matters

This is not just a maintenance update. For the 6.8% of the ITSM market still on Cherwell — heavily concentrated in Government and Healthcare — it is a forced market evolution. Three risks compound the longer the decision is deferred.

Security and compliance

Running unsupported software creates vulnerabilities that Ivanti will no longer patch. For Australian Government, this risks breaching the Australian Privacy Principles and data safety regulations. The vulnerability window grows the longer an organisation remains on an unsupported platform.

Integration failure

Stagnant Cherwell environments will break connected ecosystems as adjacent platforms — Windows 11, Microsoft Intune, identity providers — continue to evolve. What works today is not guaranteed to work tomorrow when those neighbours move forward and Cherwell does not.

Resource scarcity

As the 2026 deadline approaches, the availability of experienced migration partners will shrink, and market rates will rise. Organisations that move early secure the best partners, the best timelines, and the best commercial outcomes. Organisations that wait will compete for a thinner supply of capability against a hard deadline.

Don't just replace the tool. Upgrade the capability.

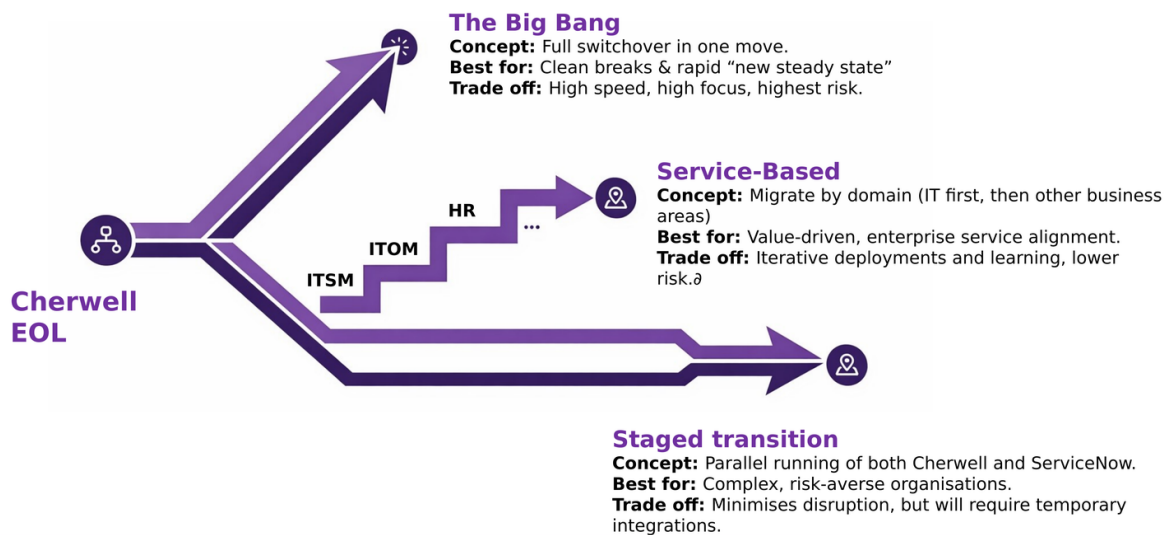
A Cherwell-to-ServiceNow migration is rarely a like-for-like swap. The opportunity is to lift from siloed ITSM to true Enterprise Service Management.

Dimension	Yesterday — Cherwell	Tomorrow — ServiceNow
Architecture	Ageing hybrid models	AI-driven, cloud-native architecture
Scope	IT tickets	Enterprise Service Management across IT, HR, facilities and more
Efficiency	Manual workarounds, maintenance heavy	Gartner-leading AI in Enterprise Service Management

Treating the migration as a tool replacement leaves transformation value on the table. Treating it as a capability upgrade unlocks workflows, automation and AI that simply did not exist in the previous platform.

Big Bang. Service-based. Staged Transition.

Most migrations follow one of three patterns. Each has strengths. The right choice depends on scale, complexity and risk appetite.



From Cherwell EOL, three pathways branch out — Big Bang (top), Service-based (middle, stepped by domain), Staged Transition (bottom, parallel running).

4.1 The Big Bang approach

The Big Bang involves transitioning all systems and services from Cherwell to ServiceNow simultaneously. Every current system is replaced in a single coordinated effort, often tied to a major go-live date.

ADVANTAGES

- **Comprehensive transition** — all systems updated together, minimising compatibility issues.
- **Shorter transition period** — the organisation reaches a new steady state quickly.
- **Clear milestone** — a single cutover generates focus and momentum.

CONSIDERATIONS

- **High risk** — issues during migration have organisation-wide impact.
- **Heavy planning load** — extensive preparation, testing and stakeholder alignment required.
- **Limited iteration** — reduces opportunity to refine processes gradually.

Takeaway — Offers speed and clarity but requires planning discipline and a high risk tolerance.

4.2 The Service-based approach

The Service-based approach involves identifying and defining IT services, then migrating each service (or service group) individually or in logical batches. Each service transitions end-to-end including processes, data and users.

ADVANTAGES

- **High-value change** — correct CSDM implementation from the outset for each service.
- **Controlled transition** — deep analysis and redesign of each service.
- **Iterative learning** — insights from earlier migrations improve later outcomes.

CONSIDERATIONS

- **Complex upfront analysis** — many organisations lack defined service boundaries.
- **Extended timeline** — sequential migration takes longer overall.
- **Stakeholder fatigue** — sustained leadership engagement is needed.

Takeaway — Creates strong foundations and continuous improvement opportunities, but requires patience and investment in analysis.

4.3 The Staged Transition approach

The Staged Transition consists of running Cherwell and ServiceNow in parallel for a period. This may involve temporary integrations or dual operation by support teams ("swivel chairing") as processes and data are gradually shifted.

ADVANTAGES

- **Simpler transition path** — parallel operation reduces catastrophic disruption.
- **Flexibility** — gradual ServiceNow adoption while retaining Cherwell for critical processes.
- **Change-management support** — softer landing for users.

CONSIDERATIONS

- **Higher user impact** — staff may face confusion working across two platforms.
- **Integration complexity** — links between Cherwell and ServiceNow are technically demanding.
- **Risk of delay** — prolonged parallel operation can slow full adoption.

Takeaway — Lowers immediate risk and disruption but introduces added complexity. Can stretch the timeline if not carefully managed.

A reality check

These models offer useful starting points, but in practice organisations rarely follow just one. Most blend elements as circumstances evolve — starting with controlled pilots, accelerating when confidence builds, and flexing when parallel change programs create constraints. This is exactly what happened in the DHDA migration, where the chosen approach shifted over time. The case study that follows illustrates how Novabridge guided that journey.

It isn't the platform switch. It's what comes with you.

After years of accretion, most Cherwell environments carry bloated catalogues, inconsistent forms, duplicated workflows and dirty data that has long outlived its purpose.

Migrating that complexity as-is — a literal lift-and-shift — replicates yesterday's problems on tomorrow's platform.

Novabridge's approach is to **rationalise and streamline before migration**, not after.

- **We don't just lift and shift — we rationalise.** Service catalogues are reviewed, decomposed and consolidated against a Common Service Data Model.
- **We standardise** by building reusable forms, approval patterns and workflows that accelerate every subsequent service migration.
- **We identify and eliminate** duplication and ambiguity early, before they become baked into the new platform.

This is the work most migration plans underestimate. It is also the work that determines whether the new platform is a transformation or just a re-skin.

We don't start from scratch. We bring the gear.

Tools and patterns that compress timelines and reduce risk. The Accelerator productises lessons learned across multiple government and healthcare migrations.

● Migration Templates

Pre-built forms, approval flows and fulfilment workflows validated in Australian Government environments. We start from a battle-tested baseline and configure to your context.

● Integration Library

Ready-made connectors for Microsoft Entra ID, Intune, Active Directory and Microsoft 365 — essential for current Cherwell customers. Integrations that typically take weeks are available as proven, configurable assets.

● CSDM Best Practices

Alignment to the Common Service Data Model from Day 1. Getting CSDM right at the start avoids years of remedial work and embeds CSDM-aligned patterns into every catalogue item, relationship and dashboard.

Department of Health, Disability and Ageing.

A vendor-managed Cherwell platform — nearly 1,000 catalogue items — running alongside Windows 11, Intune and a 25-domain network consolidation.

Challenge

The Department of Health, Disability and Ageing relied on a vendor-managed Cherwell platform that had become outdated, complex, and difficult to evolve.

Their service catalogue had grown to nearly 1,000 items, accumulated over a decade, with inconsistent patterns, manual approvals and poor documentation. At the same time, the Department faced several parallel transformations — migrating to Windows 11, shifting from SCCM to Intune, and consolidating more than 25 separate network domains. This created significant risk: outdated tools, fragmented services, and rising operational cost — all while trying to modernise.

Approach

Novabridge was engaged to guide the Department through the transition to ServiceNow, selected as the modern, internally managed ESM platform.

The project began with a pilot using a **service-based migration** approach, focusing on SaaS platform support services with a change-ready user base. This allowed the Department to test ServiceNow in a controlled environment, while executive oversight ensured alignment to enterprise objectives.

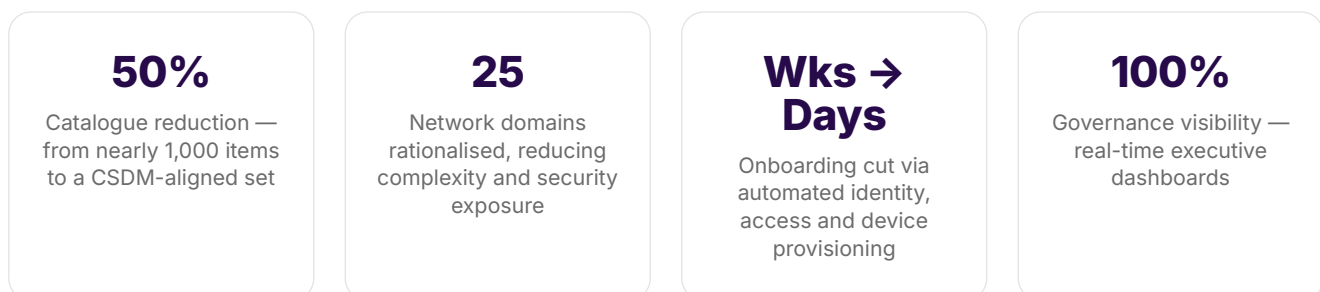
As the migration expanded, it became clear that a **Big Bang cutover** was required to prevent prolonged dual-system operation and reduce risk from tightly coupled legacy processes. Novabridge supported this pivot with detailed dependency analysis, steering the design toward a transformational outcome.

Ultimately, the program landed on a **staged transition model**, running Cherwell and ServiceNow in parallel for a period while safe cutovers were executed. Novabridge designed interim integrations, trained users to work across both systems, and managed the sequencing of corporate and IT services into the new platform.

Key interventions

- **Catalogue rationalisation** — consolidating and rationalising the catalogue by more than 50%, using consistent patterns and reusable components.
- **CSDM alignment** — establishing the Common Service Data Model correctly from the outset.
- **Integration design** — Entra ID for automated identity and access management; ServiceNow Client Software Distribution with Intune for device and software lifecycle.
- **Workflow re-engineering** — leveraging ServiceNow Order Guides, approval automation, and enhanced CMDB capabilities.

Results



- **Enhanced service management** — re-engineered catalogue and processes aligned to ITIL best practice, enabling scalable enterprise service delivery.

Lessons learned

- **Catalogue complexity is the hidden risk.** DHDA started with nearly 1,000 items built up over a decade. By consolidating and rationalising more than 50%, Novabridge created a manageable, scalable catalogue.
- **Reusable components accelerate delivery.** Standardising forms, approvals and fulfilment workflows into a reusable library avoided duplication and enabled consistent service design.
- **Concurrent change is the norm.** DHDA faced parallel programs: Windows 11 rollout, Intune uplift, consolidation of 25 network domains. The migration approach flexed to accommodate these realities without stalling progress.

- **Design for long-term scalability.** Integrations with Entra ID, Intune and Order Guides ensured the ServiceNow platform could evolve safely without building technical debt.
- **Healthcare and public sector complexity requires flexibility.** The mix of corporate agents, policy officers and medical professionals meant solutions had to work across very different user groups while maintaining compliance and service quality.

Match the approach to the context.

There is no one-size-fits-all journey. There is, however, a way to choose well.

Migrating from Cherwell to ServiceNow is not a one-size-fits-all journey. Each of the three models — **Big Bang**, **Service-based**, and **Staged Transition** — has its strengths, and the right choice depends on an organisation's scale, complexity and risk appetite.

For some, a carefully planned single approach is enough. For larger or more complex environments — as seen with the Department of Health, Disability and Ageing — success may come from blending elements of different strategies along the way.

The common lesson is that **success comes from matching the approach to the context** — with the governance to stay on course and the flexibility to adapt if conditions change.

WHY NOVABRIDGE

A ServiceNow-exclusive partner with deep healthcare and public sector experience.

We don't just know the software — we know your regulatory environment, your security posture, and the realities of delivering inside Australian Government. Novabridge has led some of the most complex Cherwell-to-ServiceNow transitions in Australia, including the Department of Health, Disability and Ageing.

Our role is to help you choose the right path, avoid common pitfalls, and unlock the full potential of ServiceNow as a transformational enterprise platform.

Now is the time to move beyond an ageing Cherwell environment. With Novabridge as your partner, your organisation can approach migration with confidence — supported by practical experience and ready to achieve a smarter, more connected service future.

Talk to us.

Cherwell End-of-Life is December 2026. The earlier you choose your pathway, the more options you have.

Our team is ready to help you assess where you are, model the trade-offs of each pathway against your environment, and guide the migration with confidence.

GET IN TOUCH

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