

Partnering with the Department of Health, Disability and Ageing to deliver Enterprise Service Management at scale

DHDA + Novabridge



Novabridge is a strategic partner to the Department of Health, Disability and Ageing (DHDA), supporting the design, implementation, integration and ongoing enhancement of the Department's ServiceNow Platform.

Novabridge kicked off the engagement with a pilot in late 2023, with the full program commencing in early 2024. What began as a focused replacement program — driven by Cherwell's December 2026 end-of-support deadline — has steadily evolved into a comprehensive engagement that today encompasses six concurrent delivery streams.

<p>6</p> <p>CONCURRENT DELIVERY STREAMS</p>	<p>10+</p> <p>SERVICENOW ENVIRONMENTS MANAGED</p>	<p>100+</p> <p>CANDIDATES PER BULK ONBOARDING RUN</p>
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Scaling DHDA's ServiceNow Platform from a pilot footprint into a Department-wide Enterprise Service Management capability.

THE CHALLENGE

With Cherwell ITSM reaching official end of support in December 2026, DHDA needed a successor — but rather than a like-for-like replacement, the Department chose ServiceNow as the foundation for a broader Enterprise Service Management capability that would extend well beyond traditional IT.

Doing that well requires more than configuration depth. It requires architectural discipline, integration breadth and operational rigour across ITSM, ITOM, CMDB and CSDM, corporate workflow automation, security incident response and self-service.

NOVABRIDGE'S ROLE

Novabridge is engaged as a strategic partner to DHDA — delivering implementation, integration, support and enhancement services across the full ServiceNow lifecycle.

Across each of the six delivery streams, Novabridge contributes architecture, delivery, configuration, dashboarding and integration expertise — working alongside DHDA's people to scale ServiceNow from a pilot footprint into a Department-wide service management capability that the Department can confidently extend over time.

Six delivery streams, one ESM platform

Foundation · Workflow · Operations · Service Catalogue · Security

Across each stream Novabridge contributes architecture, delivery, configuration, dashboarding and integration expertise — together giving DHDA the data and process foundation it needs for Enterprise Service Management, Strategic Portfolio Management, Hardware and Software Asset Management, and SIAM. Behind the visible workflows runs a steady operational rhythm: 24/7 monitoring, L2/L3 support, upgrade and patch execution, regression testing, security and SSO administration, MID server configuration, and DevOps guardrails — all spanning more than ten ServiceNow environments. Delivery activity across every stream is tracked in Azure DevOps for transparent stakeholder visibility.

THE SIX DELIVERY STREAMS

<p>ITSM & ITOM</p> <p>Incident, problem, change and request management aligned to ITIL v4. Event management and alert correlation deliver real-time visibility across infrastructure and applications, with automated incident response uplifted through orchestration and scripting.</p>	<p>CMDB & CSDM</p> <p>Discovery patterns for on-premises, AWS and Azure environments. A structured CI lifecycle for asset traceability and dependency mapping, and a CMDB Governance Framework seeded from Novabridge's reusable artefacts and ServiceNow's success packs.</p>	<p>Corporate Workflow Automation</p> <p>Labour Hire Onboarding for protected security onboarding and ICT provisioning; a Bulk Onboarding application processing 100+ candidates per request with AD and HR integration; and procurement via the Complex Procurement App (ServiceNow Store certified).</p>
<p>Platform Sustainment</p> <p>24/7 monitoring with L2/L3 support across more than ten ServiceNow environments — non-production, staging and production. Upgrade and patch execution, regression testing, security and SSO administration, MID server configuration, and DevOps guardrails.</p>	<p>Corporate Service Catalogue</p> <p>A single front door for internal services, built on Service Portfolio Management. Service definition within the SPM and CSDM layers, requestable items, routing rules and SLAs, with Knowledge Management and Virtual Agent integration for streamlined self-service.</p>	<p>Security Incident Response</p> <p>Full SIR rollout via ServiceNow's Now Create methodology — plugin configuration, escalation paths, SLAs, response playbooks, phishing alert parsing, SIEM integration, the Security Analyst Workspace, and end-user enablement.</p>

OUTCOMES

A Department-wide Enterprise Service Management capability

Today, DHDA's ServiceNow Platform stands as a Department-wide Enterprise Service Management capability — well beyond the boundaries of the Cherwell program it replaced.

Through six concurrent delivery streams, Novabridge has helped the Department modernise its IT service operations, mature its configuration and data foundation, automate corporate workflows, operate at scale, present a single front door to internal services, and stand up a modern security response capability. The partnership continues as DHDA extends the platform's reach further across the Department.