

Transforming business and service delivery at scale

Defence Digital Group + Novabridge



Since its establishment in 2024, the Defence ServiceNow Protected Platform (DSPP) has become a key enabling platform supporting Defence's broader digital transformation, designed to unify service delivery across one of the most complex and distributed organisations in Australia.

When at scale, the platform will have capacity to support more than 165,000 users, including Australian Defence Force (ADF) personnel, Australian Public Service (APS) staff, contractors and industry partners. DSPP enables the digital front door to some Defence services spanning IT, facilities and external engagement.

165,000+

USER CAPACITY AT SCALE

700

1800DEFENCE AGENTS MIGRATED

150,000+

USERS SERVED VIA 1800DEFENCE

DSPP is the digital front door to some Defence services — spanning IT, facilities and external engagement.

THE CHALLENGE

Delivering and sustaining a platform of this scale within Defence is complex. The environment demands integration with legacy systems, alignment with security frameworks such as PSPF, DSPF and ISM, and the ability to support diverse user groups across distributed locations.

Concurrently, Defence continues to modernise service delivery, improve user experience, and reduce fragmentation across its ICT service landscape.

NOVABRIDGE'S ROLE

Novabridge is engaged as a key implementation and sustainment partner to help realise Defence's vision.

Novabridge will work with Defence to support the design, build, and operation of a scalable enterprise platform, balancing innovation with the governance, assurance, and security requirements mandated and critical to a Federal Government and Defence context.

A comprehensive service model

Platform engineering · Operational support · Capability uplift

Our engagement with Defence has evolved into a comprehensive service model encompassing platform engineering, operational support, and capability uplift, aligned to Defence's governance and assurance arrangements. Novabridge supports the delivery of enhancements across core modules including ITSM, SPM, PSDS, and App Engine, and provides ongoing operational services under strict service agreements, with assurance and oversight by Defence.

Together with Defence, Novabridge is working to establish robust governance and assurance practices, ensuring all platform changes are aligned with Defence architecture, security policies, and Defence and Commonwealth standards. This enables Defence to confidently expand the DSPP while maintaining compliance and reducing delivery risk.

Building Defence's internal capability

Through targeted mentoring, training, and knowledge transfer, Novabridge supports Defence staff to develop the skills required to operate and extend the platform — laying the foundation for long-term sustainability for Defence.

CAPABILITIES DELIVERED

ServiceNow Employee Centre

Deployed to provide a unified and modern digital interface for accessing Defence services.

1800DEFENCE call-centre migration

Led the migration of approximately 700 agents supporting more than 150,000 users from a legacy case management platform to ServiceNow Public Sector Digital Services — establishing a centralised, multi-channel service capability for non-IT requests across Defence's global estate.

EP3M — Portfolio, Program & Project Management

Delivered and continue to enhance Defence's EP3M capability, supporting strategic planning and investment decision-making across Defence Digital Group, with expansion underway to certain projects in the Australian Army.

OUTCOMES

A unified, user-centric platform that keeps evolving

Today, DSPP stands as a scalable, secure, and enterprise-wide platform that continues to evolve alongside Defence's needs.

Novabridge's partnership with Defence has supported a transition to a unified, user-centric model for digital service delivery — improving accessibility, increasing efficiency, and enabling a more responsive, data-driven organisation that delivers increased value through its ServiceNow Platform investment.