



SIGN UP FOR AN ITSMF UK WORKSHOP!

Our workshops take a fresh approach to the challenges faced by modern ITSM practitioners. They are created and facilitated by a team of experienced industry experts, providing real-world guidance and practical advice. Each workshop combines learning with practical sessions to enable delegates to gain knowledge that they can apply quickly and effectively back in the workplace.

Check out the website for details of the next public workshop on your preferred topic, or contact the office to arrange an in-house event tailored to your specific needs.



PRAGMATIC CSI

Practical advice and guidance on how to adopt and implement a workable CSI approach.

SIAM

Provides an understanding of the benefits of SIAM, its real world application and key considerations for implementation.

CHANGE AND RELEASE MANAGEMENT

The approach and implementation for the effective management of a Change & Release programme.

MAJOR INCIDENT MANAGEMENT

A popular masterclass that provides a structured approach to preparing for major incidents.

PROBLEM MANAGEMENT

Real life examples and pragmatic learning for the successful implementation of Problem Management.

FASTER, CHEAPER, EASIER - USING SHIFT LEFT

Understand how existing ITSM processes can be brought together to provide value to the customer and provider.

DEVOPS & ITSM

Clarifying the DevOps approach and debunking myths and misconceptions, with demonstrable examples of how ITSM and DevOps work together.

CYBER SECURITY

Considerations from an ITSM perspective on how to meet the challenges of cyber security.

SERVICE CATALOGUE

Guidance, education and advice to help define services and build a practical service catalogue.

DIGITAL SERVICE TRANSFORMATION

Helping ITSM providers understand what digital service transformation means and how to make it work within the organisation.

CUSTOMER EXPERIENCE (CX)

Actual steps needed to be a true valued service provider and understanding what customer experience means to all involved.

SOFTWARE ASSET MANAGEMENT

How ITSM can manage the lifecycle of software assets. Tips for ITSM practitioners on developing and achieving value from SAM.