

ITSMF UK EVENTS

2026 EVENT SCHEDULE

www.itsmf.co.uk/events

itSMF UK

itSMF UK events: our line-up for 2026

itSMF UK will be delivering a range of events during 2026. Here's a quick guide to the types of event that we run for our member community.

Conference (ITSM26)

Our two-day Conference takes place annually and comprises presentations, workshops, interactive sessions and networking. Covering a wide variety of topics across the service management spectrum, the event offers practical advice and tips to succeed both now and in the future; gather new information on service management topics, trends, and best practices; build a network of peers and resources; collaborate on ideas; and discuss mutual challenges.

Member Meet-ups & CoPs

These events provide a great opportunity to link up with other professionals to discuss burning service management issues in a relaxed environment. Whether they are delivered online, or take place at locations throughout the country, both formats are fully focussed on helping you as Service Management professionals to navigate current industry guidance, methodologies and frameworks.



Service Management Forums

Our SM Forums offer three hours of in-depth presentations, Q&A and break-out discussions around a key industry theme or sector, a real opportunity to address the burning questions and challenges in the industry today.

Professional Service Management Awards (PSMA)

PSMA provides an opportunity to highlight the achievements of the ITSM industry's leading lights, those whose dedication, commitment and imagination deserve to be celebrated. The call for PSMA nominations takes place early in the year and judging takes place during the spring and summer, resulting in a published short-list. The winners will be announced at the special awards dinner during ITSM26.



Masterclasses – learning from the experts

Created and facilitated by industry experts providing real-world guidance and advice, our interactive masterclasses take a fresh approach to the challenges faced by today's practitioners. Many of our masterclasses can also be delivered as dedicated events for your organisation – please contact us to discuss your requirements.

Business Simulations

Working with our simulation delivery partners, we are delighted to offer ITSM and DevOps themed simulations – as well as the return of the Challenge Cup competition for 2026. All are FREE for members to attend and will be available as online and in-person events.

Leadership Council

The itSMF UK Leadership Council is an initiative to bring together senior service management professionals from our member organisations, to discuss issues of common concern and help develop strategic guidance for the service management community. Over time we see the Council developing into a powerful platform for leading and influencing the direction of our industry.

Webinars

We continue to offer a regular programme of webinars – the best of our speakers and thought leaders coming straight to your desk. Each event features a one-hour presentation or interview on a key industry topic. Join them on the day and engage through the Q&A or catch up on demand!



Event Recordings

If you missed the live delivery of an online webinar, SM Forum, member meet-up or CoP, don't forget you can head to the event recording section in the member area where you'll find over 300 hours of recorded content available.

www.itsmf.co.uk/events

itSMF UK

	PRICE	CPD POINTS	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
MASTERCLASSES														
AI Governance	£295	7											25 (O)	
BMC Helix Business Simulation	FREE	4				30 (O)								
Configuration Management	£295	7					06-07 (O)							
Continual Improvement	£295	7						18 (O)						
Creating a Digital Management System	£295	7									15 (O)			
Design Thinking in ITSM	£295	7									15 (O)			
Enterprise Service Management	£295	7			26-27 (O)									
Introduction to ITSM (Part One)	£99	7		10 (O)								06 (O)		
Introduction to ITSM (Part Two)	£99	4		11 (O)								07 (O)		
IT Service Continuity Management	£295	7				14-15 (O)								
Kanban for ITSM	£295	7						04 (O)						
Incident Management	£295	7										02 (O)		
Problem Management	£295	7				21-22 (O)		26 (O)					20 (O)	
Re-imagining the CAB	£295	7							07-08 (O)				04-05 (O)	
Service Catalogue	£295	7							14 (O)					
ServiceNow Business Simulation	FREE	4				28 (O)						01 (O)		
XLA Design	£295	7	27 (O)									22 (O)		
XLA Implemention and the XMO	£295	7			24 (O)								19 (O)	
Humanising AI	£295	7										20 (O)		
SIGNATURE EVENTS														
AI in ITSM	FREE	7									29 (O)			
Challenge Cup 2026	FREE	4										TBC		
Cyber in ITSM	FREE	7		26 (BL)										
Digital Transformation Simulation	FREE	7			26 (M)				15 (N)					
Health & Wellbeing at Work	FREE	4	29 (O)											
ITIL Case Study Day	FREE	7									17 (O)			
ITSM Tooling Day	FREE	4				23 (O)								
ITSM26 Conference & Awards	SEE WEB	15											09-10 (MK)	
SIAM	FREE	4						09 (O)						
Women in ITSM	FREE	7			05 (W)									
XLA26	FREE	7							07 (SC)					
MEMBER MEET-UP/LUNCH & LEARN														
Communitites of Practice	FREE	1			05 (O)	14 (O)		11 (O)			17, 30 (O)			10 (O)
Member Meetup/Lunch & Learn	FREE	1		24 (Le)	19 (O)	28 (Gl)	20 (O)	16 (O)	08 (O)		24 (O, Le)	15 (O)	26(O)	
LEADERSHIP COUNCIL														
Council Meetings	FREE	1	14 (O)	11 (O)	11 (O)	15 (O)	20 (O)	17 (O)	15 (O)		16 (O)	14 (O)	09 (MK)	09 (O)
FORUMS & WEBINARS														
SM Forum - Sector Spotlight	FREE	4							16 (O)					
Webinars	FREE	1		04 (O)	12, 25 (O)	21 (O)	19 (O)	02 (O)	09 (O)		23 (O)	08 (O)	24 (O)	

Key: (B) Birmingham, (BL) Bletchley, (Gl) Glasgow, (Le) Leeds, (L) London, (M) Manchester, (MK) Milton Keynes, (N) Northamptonshire, (O) Online, (SC) Sutton Coldfield, (S) Scotland, (W) Whitchruch

*Number of CPD points is dependent on the duration of the event or ticket type purchased - please see specific event outline for details. For the exact location, or where location is not listed, please visit the website for latest details.

itsmf.co.uk/events

Version 3.7 - 15 / 10/ 2026



PSMF

Managing your service management competencies

Since we launched PSMF back in 2016, we've been talking to members regularly about their skills management needs, building a clearer picture of the support that they require. These requirements have changed over time, and we have now replaced our custom framework and scorecard with a function-rich platform based on SkillsTx, using SFIA version 8 to provide role definition, gap analysis and candidate matching, skills self-assessment and much more.

As part of the new offering, **PSMF** will allow all members to make use of the self-assessment and profile building tools, with more advanced levels for organisations seeking a corporate-wide view of their competency provision and development needs.

Find out more: **www.itsmf.co.uk/psmf**

PROFESSIONAL SKILLS MANAGEMENT FRAMEWORK

www.**itsmf**.co.uk/psmf

*it*SMF *UK*