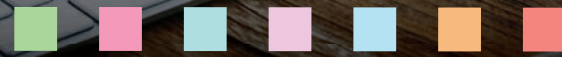
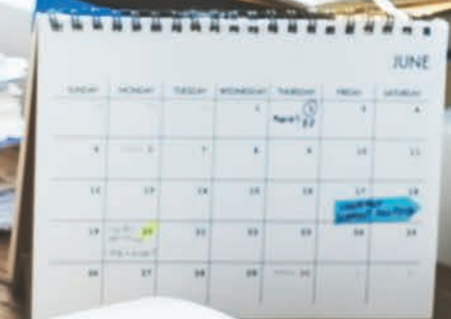


ITSMF UK EVENTS

A NEW LINE-UP FOR 2019



itSMF UK events: a new line-up for 2019

itSMF UK will be rolling out a range of new events during 2019. Here's a quick guide to some of the topics and forums that will be available.

Masterclasses – learning from the experts

Our masterclasses take a fresh approach to the challenges faced by today's ITSM practitioners. They are created and facilitated by experienced facilitators from within the industry, providing real-world guidance and practical advice.

During 2019 we'll be supplementing our core masterclass programme (service catalogue, major incident management, problem management, change and release, and CSI) with a host of new subjects to reflect the changing ITSM landscape. These include AI, intelligent swarming, knowledge-centred service, lean IT and cloud service management. Of course, we will also be providing in-depth workshops on ITIL 4 as more practical information becomes available. Check out the website for the full list of topics and dates.

Member Meet-ups

One of the big features of itSMF UK membership is the chance to attend our member networking events, which take place throughout the regions – London and South East, South West and Wales, Midlands, North, Scotland and Northern Ireland. These events provide a great opportunity to link up with other professionals to discuss burning service management issues in a relaxed environment, and all Member Meet-ups are open to ALL members, wherever you are based. Meet-ups generally include presentations from guest presenters and from our special interest groups, plus time for discussion and feedback on the themes of the day. They're also a great way for new speakers to share their views and experiences; if you would be interested in presenting at a member event, please contact the itSMF UK office or one of the regional chairs listed on the website.

NEW LOW
PRICE FOR
MEMBERS

FREE TO
MEMBERS!



Service Management Technology Forums: find the perfect partner

ITSM tools and technologies are developing at a relentless pace, and keeping track of each product and service is no mean feat. We have the solution. SMtech Forums provide the information, contacts, and insight you need, all under one roof. Each bi-monthly event will focus on a particular area of service optimization and development – such as AI, self-service, or tool integration.

The day will start with presentations from the top SM technology companies, outlining their key offerings and the benefits they provide. Then it's over to you – ask the difficult questions, debate the key issues with other attendees, watch the demos at the vendors' stands.

It's the SM software equivalent of **speed dating** – we'll help you find the ideal partner to solve your business needs, and without the awkward conversations and endless hours of online research.



A date for your diary...

Our first SMtech Forum, in London on 29th January 2019, is “Service management solutions - I still haven't found what I'm looking for”.

Just like U2, service managers struggle to find the precise solution to their problems. This event takes a broad view of tool selection: the hidden issues you need to consider in choosing your tech partner, how to distinguish fact from hype, and the things to remember in any contract negotiation.

And if you **still** haven't found what you're looking for after that, there will be five further SMtech Forums throughout the year to help you fine-tune your thinking. Further details available shortly.



itSMF UK

	PRICE	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
MASTERCLASSES													
Business Information Management (BiSL)	£295				30 (L)						17 (M)		
Change & Release	£295			18 (L)						16 (M)			
Continual Service Improvement	£295							12 (M)					
Customer Service	£295					14 (L)						28 (B)	
Designing Your Operating Model using the Operating Model Canvas	£295		28 (L)										
DevOps Simulation	FREE				17 (L)					27 (E)			
Digital Capabilities Management Model	£295			14 (G)				24 (L)					
Intelligent Swarming	£395						11 (L)						
ISO/IEC 20000	£295			28 (L)							03 (B)		
Learning that can be applied	£295	30 (L)					TBC (G)			TBC (L)			
Knowledge Management (KCS)	£395						10 (L)						
Major Incident Management	£295		22 (L)			16 (M)					10 (L)		
People Management Skills	£295		06 (L)							12 (B)			
Problem Management	£295			07 (L)				18 (B)					
Professional Cloud Service Manager	£600		12-14 (L)										
Service Catalogue	£295				08 (B)								09 (L)
Supporting Emerging Tech in ITSM & TOGAF	£295					29 (G)						14 (L)	
ThinkNation	£295				04 (L)						TBC (G)		
REGIONAL MEMBER MEET-UPS													
London & South East	FREE						18				22		
Midlands & East Anglia	FREE							04					03
North	FREE		26					09					
Northern Ireland	FREE			29						27			
Scotland	FREE		05				04				29		
South West & Wales	FREE			21						12			
SERVICE MANAGEMENT TECHNOLOGY FORUMS													
Technology Forums	FREE	29 (L)		19 (L)		23 (B)		TBC		TBC			TBC
ANNUAL CONFERENCE													
ITSM19 Conference & Awards	SEE WEBSITE											18-19 (L)	

Key: (L) London, (B) Birmingham, (M) Manchester, (E) Edinburgh, (G) Glasgow. For the exact location, or where location is not listed, please visit the website for latest details.





ITSM19:

the best value ITSM
consultancy you can't buy

**BOOK EARLY
AND ENJOY
OUR EARLY BIRD
DISCOUNT**

Last but not least, our Annual Conference & Exhibition will be back in London on 18-19 November 2019 - featuring inspiring keynotes, four streams of educational breakouts, and interactive workshops.

ITSM19 is our flagship event for the service management community, and this year it will be re-combined with the Professional Service Management Awards – one big celebration of industry expertise and achievement, highlighting the ITSM experiences of our leading-edge member organizations and the commitment and inspiration of our teams and individuals.

