itSMF UK Membership Benefits

itSMF UK is the country’s leading membership association for service management professionals – with members ranging from individual service management practitioners to large multinational organisations.

We have spent the last three decades helping ITSM professionals to be better and to do better, by sharing best practice, creating opportunities for networking with other members and thought leaders, and providing a range of other membership services all at the heart of the service management community.

This leaflet outlines our main membership offerings. For further information, please visit itsmf.co.uk or call our office on 0118 918 6500.

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Tel: +44(0)118 918 6500
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Complimentary Benefits

Professional Service Management Framework (PSMF)

PSMF is an itSMF-developed competency model, freely available to members, which supports service management as a profession. The framework itself is made up of 42 competency areas, with descriptors at professional and associate levels to help define the knowledge and skills needed for specific service management roles, and an underlying learning and development layer to assist in identifying the right course or resource.

The framework is supported by PSMF Global, a unique competency management platform with real-time capture of endorsements and credits. PSMF Global is a great way for individuals to have their broad skills (communications, leadership, business and organisational) recognised and rewarded, regardless of formal qualifications, and for employers to gain a clear picture of where essential competencies need to be further developed.

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 themselves are announced at the special awards dinner during Conference in November. Around ten awards are presented in categories such as service transformation project, team and young professional of the year, recognising the very best that the ITSM industry has to offer.
Social Media and Forum Message Board

itSMF UK has message groups on all the usual social media, and you can share your thoughts with other members on Twitter, LinkedIn or Facebook. Additionally, we have our own dedicated message board on the website, providing a further networking platform just for members, and we’ll be extending this function in the near future.

ITSM Content – Magazines, Blogs, Webinars and Papers

One of the most valuable features of itSMF membership is our broad library of dedicated service management content. On our website members can access all recent PDF issues of our magazines ServiceTalk and new ServiceTalk Express; copies of our popular ITSM pocket guides; and our extensive library of white papers and case studies. We also have a regularly updated blog, with numerous guest contributors, as well as topical video interviews and webinars. Whatever your service management interests, we have the content to help.

Service Management Forums

ITSM is developing at a relentless pace, and keeping track of new methodologies and solutions is no mean feat. Our Service Management Forums provide the information, contacts, and insight to help you identify the tools and best practices you need, all under one roof.

Each event will focus on a particular area of service development – with presentations from key industry leaders and service providers.

Member Meet-ups and SIG Focus Days

Our member networking events 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.

Our Special Interest Group (SIG) Focus Days allow like-minded members to meet up to share their experiences and develop new ITSM guidance – a great way to tackle challenging service management themes.
Discounted Benefits

ITSM Conference and Exhibition
Our two-day Conference and Exhibition takes place annually and comprises traditional presentations, workshops, and interactive sessions. Covering a wide variety of topics across the service management spectrum, the event helps delegates to gain 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. A focused industry exhibition runs alongside the educational content, offering an unparalleled opportunity to stay up to date with tech directions.

Masterclasses
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. In recent months we have supplemented our core 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. Many of our public masterclasses can also be run on-site at your organisations – please contact us to discuss your requirements or check out the website for the latest schedule of dates and venues.

Bookshop
As well as special prices on events, iSMF members benefit from great discounts on ITSM-related books (print, e-book and subscription) and other online information resources. You can browse the bookshop on our website for the latest titles, or contact the publications team in the office for further guidance and information. We’ll also be adding the latest ITIL 4 content as it becomes available.

PSMF Verified Partnership
To achieve Verified Partner status within the PSMF (Professional Service Management Framework) community, member organisations opt for a light-touch assessment of the processes used within their organisation to develop their ITSM staff. Verified Partner organisations are centres of excellence, providing PSMF-endorsed recognition of individual practitioners’ competence and skills.

Verified Partners have access to a range of tools within PSMF that allow them to convert endorsements into credits and award their staff with digital badges. This allows them to maximise their use the framework as a key component of their professional development strategy.