PSMA23 AWARDS: NOMINATIONS ARE NOW OPEN!

PSMA23 offers a great opportunity to highlight the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

Nominations are now open for this year's ITSM Team of the Year, Service Innovation, Young ITSM Professional, Ashley Hanna Contributor of the Year, and Thought Leadership awards. Please take a look at the information below for each category and make your nomination!

Entry is FREE OF CHARGE so you have nothing to lose.

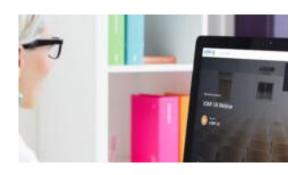## ITSM23 OPENING KEYNOTE & AWARDS SPECIAL GUEST

With the release of the ITSM23 conference agenda due early May, we are delighted to announce our Opening Keynote & Awards Special Guest!

TEDx speaker, former RAF fast-jet pilot and bestselling author Mandy Hickson will open the conference Monday morning.

Whilst Troy Hawke of the Greeters Guild will be our Special Guest for the #PSMA23 Awards on the Monday evening.

Check out the **ITSM23** page for the latest details and current Early Bird pricing!

WEBINAR: FOUR KEYS FOR DRIVING BETTER BUSINESS VALUE AND RESULTS WITH YOUR SERVICE DESK

Does it feel like your Service Desk isn't getting any love from the rest of your organisation?

Your team is answering calls and resolving issues within performance targets. You're under constant scrutiny to control support costs. Despite this, you are expected to pick up the slack when a new system is implemented – often without any involvement – with the increase in contacts from end-users.

And yet somehow you and your team still don't get the recognition and appreciation that is so deserved.

Join Doug Tedder on the 18 July for a thought-provoking webinar during which he will share the four keys for driving better business results and value with your Service Desk.

SECTOR SPOTLIGHT: MAJOR INCIDENTS & CYBER SECURITY – PROTECTING OUR UNIVERSITIES

High-profile incidents are very keenly felt in the Higher Education (HE) sector. With their huge intake of students and high-profile academic work, universities are uniquely exposed to many burgeoning risks in cyber and other areas of IT operation.

With presentations from University of Oxford on their new approach to MIM and Northumbria University on their response to a major cyber outage, plus an introduction to the topic from CSI and cyber research results from OpenText, we hope you can **join** us 24 April (10:00 – 13:30) - attendance is FREE to all.

THE SERVICE DESK & IT SUPPORT SHOW, 10-11 MAY

MEET OUR TEAM AT...

itSMF UK
Stand no. 110

SITS 23
THE SERVICE DESK & IT SUPPORT SHOW

10-11 MAY 2023
ExCeL LONDON

REGISTER FOR FREE

We're exhibiting at SITS - The Service Desk & IT Support Show.

Taking place on 10-11 May 2023 at the ExCeL London, the exhibition hosts over 200 products and services from the leading suppliers of ITSM software, integration tools, IT training, consulting and managed services.

Book your FREE ticket and meet our team on 10-11 May.

NEW MASTERCLASS: BUSINESS & IT ALIGNMENT

Are you achieving the right balance between IT performance, conformance and business/IT alignment? We're swamped with tools and frameworks, but unless we choose the right one for the job we're bound to fail. The more guidance systems we have to help, the more accurate we can be at focusing our efforts.

In this Masterclass, we will explore what those multiple guidance systems are, and how they can be used most effectively to generate value for the organisation.

Open to members only and priced at just £295 + VAT, **join** us for this online event 06-07 July.