

AI IN ITSM – OUR LUNCH & LEARN SERIES CONTINUES



Following our first two highly successful sessions in the series, which saw excellent attendance and engagement, the momentum continues as we explore the evolving role of AI in IT service management.

Below you'll find details of three upcoming AI in ITSM Lunch & Learn Series online events, all FREE for itSMF UK members to attend.

[AI in Incident Management](#)

[AI in Knowledge Management](#)

[AI in Change Management](#)

Join live or catch up on demand via the [event recordings](#) page.

TAKE ADVANTAGE OF THE ITSM26 SUMMER SIZZLER PRICING



Summer Sizzler discounted pricing is now available for ITSM26, our Annual Conference which takes place at Stadium MK in Milton Keynes on 9th-10th November.

With sessions from organisations as diverse as ITV, Bupa, University of Birmingham, Irwin Mitchell, Barclays Bank, Aegon, The Salvation Army, Kings College London, Ministry of Defence, Square Enix, IPO, Legal & General, Dept for Transport, Pearson, BT, Digital Health & Care Wales, Northumbria University and Capital One, there's something for everyone in our four-track line-up of speakers.

Take a look at the programme today and start planning your two days at [ITSM26!](#)

UPCOMING MEMBER WEBINARS



Below you'll find details of two upcoming webinars, available exclusively to itSMF UK members for FREE. These events provide real-world guidance and practical advice - with the objective of developing new skills and sharing experiences with members.

[From IT Support to Enterprise Nerve Centre: ESM is the CIO's AI-Era Edge - 9 July](#)

[Understanding ITIL® \(Version 5\): Qualification Scheme and Certification Pathways - 14 July](#)

Join them on the day and engage through the Q&A - or catch up on-demand via the [event recordings](#) page in the Member Area!

SECTOR SPOTLIGHT: AI AND ITSM IN HIGHER EDUCATION



AI is opening up vast new opportunities for organisations across the board, but it has a distinct role to play in our universities. AI-based tooling can enhance decision making and support underlying administrative tasks in a whole variety of ways in areas such as change and incident management, while the emerging generation of chatbots offer greater productivity to academics, students and operational staff alike.

This [sector spotlight](#), sponsored by Freshworks, focuses on three universities that are taking AI in new and very exciting directions.

MASTERCLASS EVENTS EXCLUSIVELY FOR ITSMF MEMBERS



Created and facilitated by industry experts providing real-world guidance and advice, each interactive online masterclass takes a fresh approach to the challenges faced by today's practitioners.

Delivered over one day, or two half days, masterclasses are available exclusively to members, priced at £295 + VAT per attendee.

[Major Incident Management, 06 July](#)

[Re-imagining the CAB, 07-08 July](#)

[Service Catalogue – 14 July](#)

NEW [Design Thinking in ITSM - 15 September](#)

[Creating a Digital Management System - 15 September](#)

TAKE A LOOK AT OUR LATEST BLOGS



The itSMF UK blog provides a range of insightful content about service management topics of every kind. Below are four recent posts; why not give them a go?

[The biggest barrier to CSI... is ITIL v3](#)

[From classification to capability \(part 1\): building enterprise service tiering](#)

[From friction to trust: aligning Power Platform innovation with ITSM](#)

[Engineering real value from AI](#)

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