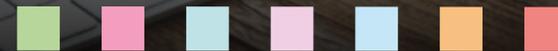


ITSMF UK EVENTS

2021 EVENT SCHEDULE



itSMF UK events: our line-up for 2021

itSMF UK will be delivering a range of events during 2021. 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. Each one created and facilitated by experienced facilitators from within the industry, providing real-world guidance and practical advice. We continue to supplement our core programme with a host of simulation events and new subjects to reflect the changing ITSM landscape. Many of our masterclasses can also be delivered as dedicated events for your organisation – please contact us to discuss your requirements.

LOW
PRICE FOR
MEMBERS

Member Meet-ups and Communities of Practice

Our member meet-ups 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 throughout the regions (London and South East, South West and Wales, Midlands, North, Scotland and Northern Ireland), each event is open to ALL members, wherever you are based.

Meet-ups generally include presentations from guest presenters and allow 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 in a relaxed environment - if you would be interested in presenting at a member event, please contact us to discuss.

Our Communities of Practice will develop a blend of events, knowledge sharing and exchange forums, white papers and reference documents. These will be fully focussed on helping you as Service Management professionals to navigate current industry guidance, and will explore the opportunities for integration between ITIL 4 and other methodologies such as Agile, COBIT and DevOps.

FREE TO
MEMBERS!



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.



ITSM Conference and Exhibition (ITSM2021)

Our 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 focussed industry exhibition runs alongside the educational content, offering an unparalleled opportunity to stay up to date with tech directions.

Webinars

Following the launch of an extensive webinar programme in 2020, we will continue offering an exciting 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 or catch up with over 20 hours of webinar recordings at your leisure!



www.itsmf.co.uk/events



itSMF UK

	PRICE	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
MASTERCLASSES													
Change & Release Management	£295				12 (O)								
Cloud Centre of Excellence	£295					13 (O)							
Customer Care Skills for the Service Desk	£195						23 (O)						
Designing Your Operating Model using the Operating Model Canvas	£295					20-21 (O)							
DevOps Simulation	FREE				15 (O)								
Essence of Experience (XLA)	£295			22 (O)						23 (O)			
ITIL 4 in Action Simulation	FREE		18 (O)				17 (O)			30 (O)			
ITSM Simulation	FREE			17 (O)									
Kanban Method	£295			04 (O)							07 (O)		
Knowledge Management (KCS)	£295				20-21 (O)								
Lean IT	£295					20 (O)							
Major Incident Management	£295			11-12 (O)				15-16 (O)					09 (L)
People Management Skills	£195						24 (O)						
Post Incident Review	£295						03-04 (O)						
Pragmatic Continual Improvement	£295					18 (O)							
Problem Management	£295		11-12 (O)							16-17 (O)			
Service Catalogue	£295							05 (O)					
Value Stream Mapping	£295		25 (O)										
MEMBER MEET-UPS													
Online	FREE		09 (O)			11 (O)							
London & South East	FREE												
Midlands & East Anglia	FREE												
North	FREE												
Northern Ireland	FREE												
Scotland	FREE												
South West & Wales	FREE												
COMMUNITIES OF PRACTICE													
Communities of Practice	FREE	25 (O)											
FORUMS AND WEBINARS													
Service Management Forums	FREE		24 (O)	10 (O)	14 (O)								
Webinars	FREE	Scheduled monthly, please visit the Events Calendar for latest information											
ANNUAL CONFERENCE													
ITSM2021 Conference & Awards	SEE WEB											15-16	

Key: (Be) Belfast, (G) Glasgow, (Le) Leeds, (L) London, (M) Manchester, (O) Online. For the exact location, or where location is not listed, please visit the website for latest details.





DON'T FORGET

itSMF UK Bookshop

As well as special prices on events, itSMF 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.

