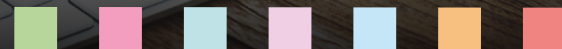


ITSMF UK EVENTS

2022 EVENT SCHEDULE



itSMF UK events: our line-up for 2022

itSMF UK will be delivering a range of events during 2022. Here's a quick guide to the types of event that we run for our member community.

Conference (ITSM22)

Our two-day Conference takes place annually and comprises presentations, workshops, interactive sessions and networking. Covering a wide variety of topics across the service management spectrum, the event offers 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.

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.

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



Service Management Forums & Webinars

Our SM Forums offer three hours of in-depth presentations, Q&A and break-out discussions around a key industry theme, a real opportunity to address the burning questions and challenges in the industry today.

www.itsmf.co.uk/events

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 will be announced at the special awards dinner during ITSM22.



Masterclasses – learning from the experts

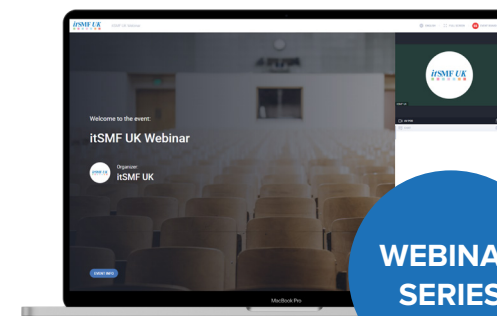
Created and facilitated by industry experts providing real-world guidance and advice, our interactive masterclasses take a fresh approach to the challenges faced by today's practitioners. We continue to supplement our core programme with a host of simulation events and new subjects to reflect the changing ITSM landscape. Many of our masterclasses can also be delivered as dedicated events for your organisation – please contact us to discuss your requirements.

Leadership Council

The itSMF UK Leadership Council is an initiative to bring together senior service management professionals from our member organisations, to discuss issues of common concern and help develop strategic guidance for the service management community. Over time we see the Council developing into a powerful platform for leading and influencing the direction of our industry.

Webinars

Following the launch of an extensive webinar programme in the last 18 months, 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 30 hours of recordings at your leisure!



itsmf UK

	PRICE	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
MASTERCLASSES													
Change & Release Management	£295			11 (O)							07 (L)		
Cloud Centre of Excellence	£295						16(O)						
Continual Improvement	£295					17 (O)						01 (M)	
DevOps Simulation	FREE							07 (L)					
Digital Operating Model	£295				26 (O)								
Essence of Experience (XLA)	£295		24 (O)								18 (O)		
ITAM and Service Configuration Management	£295			08 (O)									
ITIL 4 in Action Simulation	FREE		17 (O)									16 (M)	
IT Service Continuity Management	£295				05-06 (O)								
Kanban Method	£295					19 (O)							
Knowledge Management (KCS)	£295			22-23 (O)						12-13 (O)			
Major Incident Management	£295			17-18 (O)				14-15 (O)				04 (L)	
Post Incident Review	£295						09-10 (O)						
Problem Management	£295		17-18 (O)							16 (L)			
SAFe Simulation	FREE				28 (O)								
Service Catalogue	£295						24 (O)						
MEMBER MEET-UPS													
Online	FREE		03 (O)			TBC		TBC	TBC	TBC			
London & South East	FREE			TBC									
Midlands & East Anglia	FREE												
North	FREE				27								
Northern Ireland	FREE						TBC						
Scotland	FREE				TBC								
South West & Wales	FREE										TBC		
COMMUNITIES OF PRACTICE													
Communities of Practice	FREE	17, 25 26 (O)	21, 22 (O)	28, 30 (O)		16, 25 (O)	13, 29 (O)	18 (O)	15 (O)	12, 28 (O)			
LEADERSHIP COUNCIL													
Council Meetings	FREE	12 (O)		TBC		TBC		TBC		TBC		TBC	
FORUMS AND WEBINARS													
Service Management Forums	FREE		23 (O)		TBC		TBC			TBC			
Webinars	FREE			16 (O)		10 (O)							
ANNUAL CONFERENCE													
ITSM22 Conference & Awards	SEE WEB											14-15 (R)	

PSMF

Managing your service management competencies

Since we launched PSMF back in 2016, we've been talking to members regularly about their skills management needs, building a clearer picture of the support that they require. These requirements have changed over time, and we have now replaced our custom framework and scorecard with a function-rich platform based on SkillsTx, using SFIA version 8 to provide role definition, gap analysis and candidate matching, skills self-assessment and much more.

As part of the new offering, **PSMF** will allow all members to make use of the self-assessment and profile building tools, with more advanced levels for organisations seeking a corporate-wide view of their competency provision and development needs.

Find out more: www.itsmf.co.uk/psmf

