PROFESSIONAL SERVICE MANAGEMENT AWARDS 2022

SERVICE INNOVATION AWARD

Presented to an organisation that has completed a service transformation project or implemented a solution to a major service-related issue in the last year, *either alone or in partnership with one or more service providers.* The successful organisation or partnership will have demonstrated ingenuity in their approach, highly effective management skills, excellent communications and stakeholder engagement, and efficient use of available resources. In addition, the organisation may have adapted new or agile ways of working in order to innovate at velocity. *Self-nominations will be accepted, as will nominations from peers or partners.*

How do I make a nomination?

1. **By 30th June 2022**, **let us know here** that you are entering a PSMA22 award nomination. Please include your contact details, organisation, award category, and a brief description of the nomination (around 100 words) outlining who you are nominating and why.

2. **By 31 July 2022**, please provide the full written nomination to **awards@itsmf.co.uk**, covering the following points:

- Briefly describe your business and the sector in which it operates.
- Outline what the project set out to achieve and why you consider it to be of such significance to the business.
- Describe any significant challenges faced during the planning and delivery, and what lessons were learned along the way.
- Explain what specific resources (people, tools, management buy-in and funding etc) were required, and how innovative thinking and strong management skills helped you to achieve your objectives.
- Explain any ways in which multiple frameworks and schools of thought have been successfully deployed together, using their combined strengths to meet your digital transformation goals.
- Explain how you measured the success of your project and what evidence you have that the required outcomes have been achieved. How did you manage communication with customers and stakeholders throughout?
- Briefly summarise what the successful completion of this project means for your team and organisation, and to any partners involved, and indicate how you plan to build on this success in the future.

  You should aim for around 2000 words, submitted in Word. You are welcome to add supporting images and/or digital content if you think it would enhance your nomination.

What happens next?

From the written submission our judges will select their finalists. If you are short-listed for the awards, you will be notified by **31st August** and asked to prepare a short video expanding on the nomination.

The video will be used for two purposes:

- to help the judges select the winning nomination in your award category.
- to be shared with attendees at [ITSM22](#) in the run-up to the [PSMA22 Awards Dinner](#).

The video should be no longer than 5 minutes, but otherwise you have a free rein. We just ask that you to confirm that you are happy to share the content with other members at and after the Conference.

You are welcome to start making the video at the time that you prepare your written nomination; however, we will only use it in the Awards stream if the nominee is selected as a finalist. The video must be submitted by **30th September 2022.** The upload link will be shared when the finalists are notified that they are short-listed.

Winners will be announced at the Awards Ceremony during ITSM2021 on **14th November 2022 during ITSM22.** Please let us know if you have any questions: **awards@itsmf.co.uk**

Eligibility, judging and use of content

Eligibility
All itSMF UK member organisations and ITSM professionals are eligible for this award.

Judging
Judging will be undertaken by a group of impartial and unbiased industry professionals nominated by itSMF UK. All activities will be overseen by the itSMF UK office. Judges are ineligible to take part in any capacity, as nominator or nominee, in the award category they are judging.

Prize
The winner of the Award will receive:
- An inscribed trophy
- A framed Winner certificate for display
- Permission to display our Winner logo online and in email signatures until 1st January 2024.
- Recognition in all itSMF UK publications and media.

Licence to use content
By entering for these awards, the nominator confirms that the written and video content provided is available for itSMF UK to share with members and non-members via its website and online services.