



## PROFESSIONAL SERVICE MANAGEMENT AWARDS 2022

### SERVICE MANAGEMENT TEAM OF THE YEAR

The Service Management Team of the Year award is presented to the members of a team that have supported their customers in providing inspirational service delivery and significant business benefit. They will have successfully built trusted relationships with the business to co-create value or adapted their ways of working to support business innovation while simultaneously improving the maturity of service management within their organisation. *Self-nominations or nominations by peers or managers will be accepted.*

#### *How do I make a nomination?*

1. **By 30<sup>th</sup> 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<sup>st</sup> July 2022**, please provide the full written nomination to [awards@itsmf.co.uk](mailto:awards@itsmf.co.uk), covering the following points:
  - Briefly describe your business and the sector in which it operates.
  - Outline why this team should be recognised in the Professional Service Management Awards, summarising the scope and scale of the team's role and responsibility.
  - Explain the achievement for which the team is being nominated, how they met their objectives, the challenges they faced in meeting those objectives, and what they learned along the way.
  - Describe any ways in which the team have enhanced service management professionalism within their organisation and how the group have supported each other and those outside the team.
  - Explain how the team have provided inspirational service delivery, and outline the resulting business benefits.
  - Describe any steps taken by the team to build trusted relationships and co-create value with the business.

You should aim for between 1500 and 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 **31<sup>st</sup> 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 **30<sup>th</sup> 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 **14<sup>th</sup> November 2022** during **ITSM22**. Please let us know if you have any questions: [awards@itsmf.co.uk](mailto: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.