

PROFESSIONAL SERVICE MANAGEMENT AWARDS (PSMA) – CALL FOR NOMINATIONS NOW CLOSED



The formal [call for PSMA award nominations](#) is now closed.

Thank you to all those who have made a submission and watch this space for shortlist announcements!

Our annual awards event (PSMA22) highlights the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

Why not book a place at this year's gala awards dinner – check out the [conference page](#) for booking details.

PROFESSIONAL SERVICE MANAGEMENT FORUM (PSMF)



We're delighted with the response to PSMF Personal, our new skills self-assessment which is freely available to all itSMF UK members.

And now, PSMF Business takes this process to a higher level. The corporate version of the tool offers the opportunity to manage and monitor the skills development of the whole team, with automated reporting, candidate matching, tailored training and much more.

Find out more about PSMF [here](#).

SM FORUM – AI: HOW ARE WE DOING SO FAR?



On the 9 June we hosted our latest Service Management Forum, asking the question, “AI: how are we doing so far?”.

This interactive online event brought together industry analysts, service providers and user organisations to discuss the real impact of AI on service management and its implications for business and society.

If you missed it, each of the four presentations has been recorded and is now available [here](#).

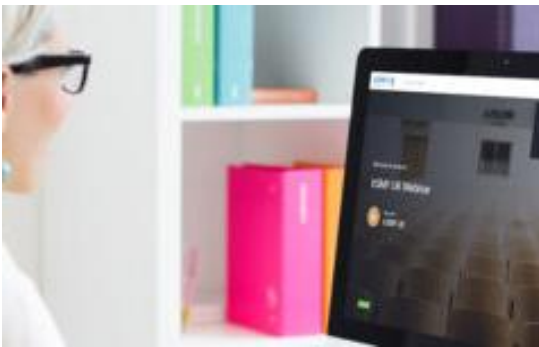
MEMBER MEET-UP



On the 19 June, John Jenkins hosted an online member meet up that looked at Major Incident Management best practice, trends and insights. Andrew Vermes and Barry Corless provided their expert opinion and analysis and you can catch up on the event recording [here](#).

Looking ahead, Barry Corless will be hosting an in-person member meet-up on the 19 July focused on SIAM. A big thank you to Leeds Building Society for hosting the event at their Leeds Head Office. Please click [here](#) to see the latest agenda details and to register.

UPCOMING WEBINARS



Our one-hour focused [webinars](#) feature a subject matter expert or member-based case study. Join us on the day and engage through the Q&A or catch up on demand!

Next up, Doug Tedder joins us on the 12 July for a discussion that will change the way you think about the CAB.

This is followed on the 23 September when Mark Smalley explores what DevOps is and isn't, and the kind of value that organisations get out of the investment.

BLOG - INEFFABLE DEVOPS



Head over to our [blog](#) page where Mark Smalley offers some expert guidance on DevOps.

“If you think that you’ve discovered what DevOps is, you’re mistaken. It was possibly true for a moment, but no longer. Kill DevOps as you thought it was. Keep improving your way of working, and in so doing practise DevOps.”

Intrigued? Feeling challenged? So were we.

