

SUNDAY 13TH NOVEMBER 2022

19.00 – 21.00

Informal reception at Club 106 (next door to venue):
Join us for a complimentary hot buffet and drinks - Sponsored by CGI

MONDAY 14TH NOVEMBER 2022

08:30 – 09:00

Registration and Refreshments

09:00 – 09:15

Conference Opening – Karen Brusch, itSMF UK Chair
including **New Directions in ITIL certification** interview with PeopleCert

09:15 – 09:30

itSMF UK Operations Update – Graham McDonald and Mark Lillycrop, itSMF UK

09:30 – 10:00

Keynote – Linda Moir, Guest Speaker

10:00 – 10:20

Refreshments and Networking

Track 1 - Princess Suite

Track 2 - Royal Suite

Track 3 - Premier Suite

10:20 – 11:05

ITIL 4 in 2023 and beyond
Roman Zhuravlev,
PeopleCert

Equipment struggles, zombie servers and tactical napping - managing IT services in a pandemic
Vawns Murphy, i3Works

Benefits management versus value realisation: are you doing enough?
Richard Oliver & Maria Sansom
Management of Service CoP

11:10 – 11:55

The critical role of IT asset management, security controls for IT assets and shadow IT
Rachel Ryan & Scott Beasley,
Danske Bank

When two tribes get you more
Andrew North and Aaron Perrott,
KTSL

Why aardvarks don't need a dictionary
Richard Josey, AFJ Solutions

12:00 – 13:00

Lunch and Round-Table Discussions

13:00 – 13:45

Value stream mapping - unlocking value
Caroline Harding & Georgina
Harding, MOD

Navigating a VUCA service management world (how to embrace complexity in managed environments)
Michelle Major-Goldsmith & Simon
Dorst, Kinetic IT

Using product management techniques to manage your ITSM platform
Akshay Anand, Atlassian

13:50 – 14:35

Creating value during a global pandemic
Kevin Sharp & Mark Bleackley,
Legal & General

Service Operations: What? Why? and Why Now!
Daniel Davidson, ServiceNow

Will AI steal my job?!
Suzanne Galletly, EXIN

14:35 – 14:55

Refreshments and Networking

14:55 – 15:40

Disruptive problem management
Duncan Stirling, BT Enterprise

Living in ebb & flow
Simone Moore, SJM

Creating a successful enterprise self-service portal
Cor Winkler Prins, 4me

15:45 – 16:30

Transforming IT and Digital @ Vodafone with DevOps and ITSM integration
Rina Ness, Vodafone

It's the talent, stupid!
Martin Neville, TCS

A certain set of skills...
Matthew Burrows, SkillsTx

16:35 – 17:20

The shiny new thing that Really helps
Paul Wilkinson, Egor Productions

Mental health awareness – stress & burnout in the workplace
Claire Drake, Fujitsu &
Rosemary Gurney, Global
Knowledge

CI to eye
Sean Burkinshaw, BT Enterprise

17:20 – 18:00

Expo Drinks Reception – Sponsored by PeopleCert

19:00 – 19:30

PSMA22 Pre-dinner drinks

19:30 – 00:00

PSMA22 Awards hosted by Steve Rider with Dinner & Entertainment

ITSM 22

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AGENDA

TUESDAY 15TH NOVEMBER 2022

08:30 – 09:00

Registration and Refreshments

09:00 – 09:30

Just one skill for service management – panel discussion:
Conference chair Nathan McDonald, Deloitte asks our 3 professional development experts to propose the one skill they believe to be essential to good service management. Guest panellists are Claire Agutter, Scopism, Valerie Wilson, BT Enterprise, and Matthew Burrows, SkillsTX.

Track 1 - Princess Suite

Track 2 - Royal Suite

Track 3 - Premier Suite

09:35 – 10:20

The changing face of the workplace and menopause management
Helen Morris, The Aware Mind

7 practical tips for getting started with experience management
Sami Kallio, HappySignals

The real challenge – managing hybrid
Rob Akershoek,
The Open Group/DXC

10:25 – 11:10

A journey to mature ITSM
Marc Francois, Kingfisher plc

How Vitality UK increased service agility and optimised their customer experience
Tom Clark, Vitality

Humanising IT - value stream mapping for IT service management
Katrina Macdermid, KayJayEm
Services

11:10 – 11:30

Refreshments and Networking

11:30 – 12:15

cinch - service without the fuff
Cristan Massey & Jack Bramhall,
cinch

Reducing Risk? Start with your IT Service Catalogue – A retail example
Sammy Allanson & Chris Good,
Mason Advisory

State of SIAM 2022
Claire Agutter, Scopism &
Michelle Major-Goldsmith, Kinetic
IT

12:20 – 13:05

Our service management journey for the 'new blue' passport
Laura Jay & Nick Glass, Thales

Demonstrate to differentiate - value, value value!
Ian Macdonald, Edenfield IT
Consulting

"Put people first", "Put numbers first", "Customer sat first", "Everything else is first" - nudge and be merry
Patrick James Stapleton, DFS
Group IT

13:05 - 14:00

Lunch and Round-Table Discussions

14:00 – 14:45

Embedding service portfolio management – the Holy Grail
Jo Creasy & James Couch,
Experian

Incidents aren't caused by change!
Andrew Vermes, Kepner Tregoe

From local silo'd practices to a global service management organisation
Andreia Martins, Vodafone

14:45 – 15:00

Refreshments and Networking

15:00 - 15:45

Dealing with problems - beyond root cause analysis
Andrew Dixon, University of
Oxford

Experience management: how to use it to improve service to your employees
Neville Hughes, CloudStratex &
Mark Bewick

ITSM and agile - analysis of the transition
Virginia Peneva, Novo Nordisk

15:50 – 16:35

Entering the void – selling the value of Service Management to your C-suite
Barry Corless, CGI

Service management... it's as easy as doing a jigsaw puzzle
Ken Goff, KGM

Design & Transition CoP – an update
Cristan Massey, Chair

16:40 – 17:00

Conference Close: Karen Brusch, Chair, itSMF UK

17:00

Conference Ends

Version 2.5 (31/10/2022)

itSMF UK

ITSM22

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After two years of successful digital conferences, we'll be back 'in-person' for ITSM22

Join us for:

- Three tracks of first-class content from leading advocates of service management
- Sunday networking reception
- Round-table discussions
- Face-to-face networking and interactive sessions
- PSMA22 annual awards gala dinner.

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The perfect opportunity to celebrate the best in service management.

Check out the call for nominations at itsmf.co.uk/psma22



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PeopleCert
All talents, certified.

CGI

Book your place at itsmf.co.uk/itsm22/



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