

### NEW FACE ON THE BOARD



We are delighted to welcome [Kevin Sharp](#) to the Board of itSMF UK following last month's member election.

Kevin is Head of Service Management, Group Technology, at Legal & General and an award-winning technology leader & ITIL Managing Professional with over 25 years' experience working for large corporates and enterprise-level organisations.

In the itSMF UK he is currently the acting chair of the Leadership Council, a regular Professional Service Management Award (PSMA) judge, and a contributor to the Professional Service Management Framework (PSMF).

### OPENING KEYNOTE SPEAKER CONFIRMED FOR ITSM22



Plans are progressing well for [ITSM22](#), and we're really looking forward to our first in-person conference in three years.

We're pleased to announce that our opening conference keynote speaker will be [Linda Moir](#). Linda is a compelling motivational presenter, talking about the culture of a customer-focused organisation and how change can be implemented to the benefit of the business and individual employees

As previously announced, sports presenter Steve Rider will host our Awards evening on the Monday evening – celebrating the achievements of the ITSM industry's leading lights!

### PSMA22 AWARD FINALISTS TO BE REVEALED



Our judging panels were busy during August and have been delighted with the range and quality of the entries for this year's Professional Service Management Awards.

We'll shortly be revealing the short-list for Team of the Year; Service Innovation of the Year; Young ITSM Professional of the Year; and the Thought Leadership Award.

Look out for the names of the chosen finalists in the next few days on our Awards [page](#).

## MEMBER MEET-UP - 13 SEPTEMBER, LEEDS

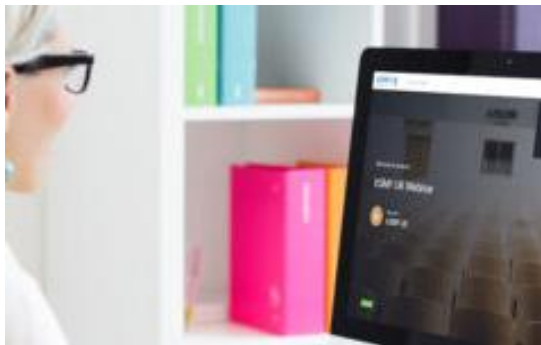


Unfortunately we had to cancel our first attempt at delivering this event, due to it being the hottest day of the year!

However, we'll try again on **Tuesday 13th September** when we'll be talking all-things SIAM. Kindly hosted by Leeds Building Society, three presentations will cover topics such as the latest industry trends in SIAM from the perspective of an integrator and a proper war story from a massively ambitious SIAM project.

An added audience participation session means we'll also spend some time discussing the relative merits of internal / external / hybrid and lead supplier integrator delivery models.

## 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, Mark Smalley explores what DevOps is and isn't, and the kind of value that organisations get out of the investment.

Dates are currently being finalised for a case study presentation with HSBC and more before the end of 2022 – announcements to follow in due course.

## HAVE YOU SEEN OUR EVENT SCHEDULE?

	PREVIOUS	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
<b>MASTERCLASSES</b>													
Change & Business Management				17.01			18.01				17.01		
Cloud Centre of Excellence													18.01
Cloud Cost Optimisation									17.01				18.01
Cloud Migration										18.01			
Digital Operating Model				22.01									
Essence of Resilience (SER)		24.01										18.01	
ESG and Business Transformation Management													
IT & AI Action Strategy		17.01											18.01
IT Service Continuity Management				05.01.01									
Intelligent Network													
Knowledge Management (KM)			22.01.01										
Major Incident Management			17.01.01					18.01.01			02.01.01		18.01
Post Incident Review							08.01.01						
Process Management		17.01.01									18.01		18.01
Risk Management				28.01									
Service Catalogue							24.01						
<b>MEMBER MEET-UPS</b>													
Delia		03.01	03.01			17.01							
London & Berkshire													
London & East Angles													
North									18.01				
Northwest													
Scotland							28.01						
South West & Wales													
<b>COMMITTEES OF PRACTICE</b>													
Committee of Practice		21.01	21.01	21.01	21.01	21.01	21.01	21.01	21.01	21.01	21.01	21.01	21.01
<b>LEADERSHIP COUNCIL</b>													
General Meeting		17.01		18.01		19.01	19.01	19.01	19.01	19.01	19.01	19.01	19.01
<b>FORUMS AND SEMINARS</b>													
Service Management Forum			21.01										
Webinar			18.01.01	18.01	18.01	18.01	18.01	18.01	18.01	18.01	18.01	18.01	18.01
<b>ANNUAL CONFERENCE</b>													
ITSMF Conference & Awards													18.01

We continue to roll out new dates and events to keep pace with the evolving requirements of our members.

All events are listed in the **event calendar** of course, but we also created our 'schedule at-a-glance' in order to provide a high level overview of events for the calendar year.

Our 2023 schedule will be released during November but the current 2022 schedule can be viewed [here](#).