

JOIN US FOR AN EVENING OF CELEBRATION AND NETWORKING

PSMA22 offers a great opportunity to highlight the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

The winners in each category will be announced at our Gala Awards Dinner on 14th November at the Madejski Stadium in Reading. Please join us to celebrate with this year's finalists!

Note that you can find out more about the finalists listed below by viewing their videos at www.itsmf.co.uk/psma22



AWARDS DINNER

DRESS CODE:
BLACK TIE
OR SMART

HOSTED BY STEVE RIDER
& ROSH HOSANY



TEAM OF THE YEAR

Awarded 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.

Finalists...

- BT Enterprise – Morgan Sindall Service Desk
- Department for Work and Pensions
- Digital Health and Care Wales
- Direct Line Group
- Legal & General
- Vodafone

THOUGHT LEADERSHIP AWARD

Awarded to the influencer, author, team of authors, community of practice, or industry body that has made the most significant contribution to thought leadership within the service management community over the last year. The submission can be in the form of a paper, articles or blogs with supporting video. It could equally be a collection of assets of different media types, demonstrating industry presence and support from the community.

Finalists...

- Ian Macdonald, Demonstrate to Differentiate – Value, Value Value!
- Paul Wilkinson, The Shiny New Thing that Really Helps
- Katrina Macdermid, Humanising IT... and other steps forward

SERVICE INNOVATION OF THE YEAR

Awarded 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.

Finalists...

- Barclays Bank
- Co-operative Group
- HSBC Bank
- Legal & General
- Vodafone

YOUNG ITSM PROFESSIONAL OF THE YEAR

Awarded to an individual under the age of 30 who has demonstrated an outstanding level of achievement, ability and team support in the early years of their ITSM career, and who also promises great potential for future success.

Finalists...

- Jordan Wray, BT Enterprise
- Hannah Hammonds, cinch
- Aaron Kumar, SCC
- Lucy Banks, Barclays Bank

PAUL RAPPAPORT LIFETIME ACHIEVEMENT AWARD

Presented annually to an individual who, in the judges' view, has made a sustained and outstanding contribution over a number of years to the field of IT service management and to itSMF UK. It is the organisation's ultimate recognition for IT service management professionals.

ASHLEY HANNA CONTRIBUTOR OF THE YEAR

Awarded to an individual who has made a very significant contribution to the service management profession, either as an itSMF UK volunteer, as a highly dedicated team member within their own ITSM organisation, or in some other way within the community. This award is named after a truly dedicated ITSM professional and itSMF UK volunteer – Ashley Hanna – who passed away in 2013.

Finalists...

- Richard Oliver, MSL
- Sean Burkinshaw, BT Enterprise
- Dan Marshall, Ministry of Justice

AWARDS DINNER & PRE-DINNER RECEPTION SPONSOR...

PeopleCert

All talents, certified.

ITINERARY

19.00	Pre-dinner drinks in networking area
19.30	Doors open
19.40	Welcome – Karen Bruschi, Chair, itSMF UK
19.45	Dinner
21.00	PSMA22 Awards Ceremony, hosted by Steve Rider and Rosh Hosany
	TEAM OF THE YEAR
	THOUGHT LEADERSHIP AWARD
	SERVICE INNOVATION OF THE YEAR
	YOUNG ITSM PROFESSIONAL OF THE YEAR
	PAUL RAPPAPORT LIFETIME ACHIEVEMENT AWARD
	ASHLEY HANNA CONTRIBUTOR OF THE YEAR
22.00	Entertainment and bar
23.30	Close