PSMA22 AWARD FINALISTS ANNOUNCED

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We're delighted to announce the names of the finalists for this year's ITSM Team of the Year, Service Innovation, Young ITSM Professional, Thought Leadership and Ashley Hanna Contributor of the Year awards.

Drawn from the numerous nominations submitted earlier this year, finalists include Barclays, HSBC, Department for Work and Pensions, Legal & General, NHS Wales, BT Enterprise, Ministry of Justice, Vodafone, cinch, Direct Line, and Co-operative Group.

Our finalists are currently making videos to complement their written submissions, which will added to the Awards <u>page</u> soon. The winners will be announced at our gala awards dinner on the

TWO NEW BLOG CONTRIBUTORS



We're very pleased to introduce two new bloggers to the itSMF UK website this month:

- David Stewart discusses activity prioritisation and suggests some simple measures to avoid a ticket backlog on the service desk.
- David Barrow looks at value co-creation and explains how value-based Communities of Practice can play a role in helping all stakeholders to contribute to the service delivery process.

Review our latest blogs here!

NEW EVENT – INTRODUCTION TO ITSM



While most of our member events are aimed at professionals with at least some experience of service management, we are delighted to announce our new 'Introduction to ITSM' event.

This event would appeal to apprentices and graduates starting out in the work environment and also those moving into ITSM from other parts of the business. Covering all core processes and practices and how they fit together, this event helps to position the building blocks of ITSM in a way that is accessible to all.

Our <u>pilot session</u> in October filled up within hours of being announced. But if you're interested, please add your name to the waiting list, and we'll be in touch with additional dates soon.

THANK YOU TO LEEDS BUILDING SOCIETY

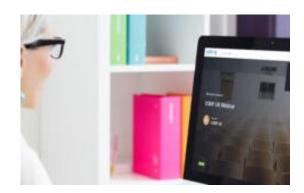


A big thank you to Leeds Building Society for hosting our recent regional member meet-up.

Having had to cancel this event at the first attempt in July (our chosen date turned out to be the hottest day of the year!), we were delighted to be able to reschedule it for September. The SIAM-themed gathering attracted a large audience and plenty of interaction.

Look out for our event write-up on the **blog spot** – coming shortly.

UPCOMING WEBINARS – AN HOUR WELL SPENT



Our one-hour focused <u>webinars</u> 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, HSBC's Global Head of Incident Management Andrew Skinner shares their experience in migrating HSBC's Incident and Major Incident Management processes to ServiceNow,

If you missed our September webinar, Mark Smalley explored some of the misconceptions surrounding DevOps and the kind of value that organisations can gain from a DevOps investment. You can catch up on the event recording here.

LEARN FROM THE EXPERTS WITH OUR MASTERCLASSES



Created and facilitated by industry experts providing real-world guidance and advice, a list of upcoming masterclasses can be found in the **event calendar**.

Whether you're looking to get started with a Service Catalogue, seeking guidance on Post Incident Reviews or Major Incidents, or brushing up on Problem, Change & Release, Knowledge or Continuity Management - our interactive masterclasses take a fresh approach to the challenges faced by today's practitioners.

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If you have any queries about the content above, please contact us on 0118 918 6500 or membership@itsmf.co.uk

