

THANK YOU TO LEEDS BUILDING SOCIETY

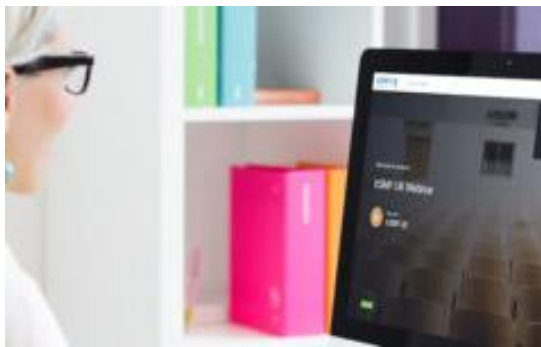


A big thank you to Leeds Building Society for hosting our recent regional member meet-up.

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 [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, 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



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