

ITSM22 CONFERENCE GUIDE PUBLISHED



We've now published the ITSM22 [Conference Guide](#) which contains details of all the presentations and activities occurring throughout the event.

Our venue this year is Reading Football Club's Madejski Stadium, where the Sunday reception, speaker presentations, networking areas and lunchtime roundtable sessions can all be found in close proximity.

Our PSMA22 awards dinner takes place on the Monday evening where 250 people will gather to celebrate the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

HSBC CASE STUDY



A big thank you to Andrew Skinner for presenting our recent webinar - a great case study session talking about how HSBC migrated their Incident and Major Incident Management processes to ServiceNow.

If you missed it, you can visit the [event recordings](#) section of the member area to catch up on demand.

If you'd like to share YOUR journey and lessons learned in the meantime, please do get in touch!

ARMED FORCES COVENANT



itSMF UK are pleased and proud to announce that we have signed the Armed Forces Covenant, which recognises the contribution and sacrifice made by Service personnel, reservists, veterans, the cadet movement and military families in defending our freedoms as a nation.

By signing the Covenant, our organisation agrees to help ensure that those who serve or have served are treated fairly and not disadvantaged in their day-to-day lives.

You can find out more information about our plans [here](#).



FACE TO FACE MEMBER MEET-UPS RETURNING



Available free of charge to itSMF UK members, our regional member meet-up events provide informal learning opportunities through guest presentations and networking with service management professionals in your locality, where you can discuss issues of mutual interest with other members.

We're gradually moving our regional member meet-ups back to face to face format and have two events planned before the end of the year in Glasgow and Belfast. Event dates for other regions are currently being finalised for early 2023 and will be added to the [calendar](#) soon.

BLOG: THE STEREOTYPE OF CYBER SECURITY



We really appreciate it when our members step out of their comfort zone and write content for the member community! In his first ever [blog](#), Jordan Wray describes his journey into cyber security and dispels some of the misconceptions he discovered along the way.

Do you have an interesting role in service management? Was it all you expected it to be? Why not tell us more in a blog?

LATEST EDITION OF SERVICETALK NOW AVAILABLE



This edition of our member magazine is aimed at two audiences. The print version will be distributed to delegates at ITSM22 as part of their conference guide, while the digital version is now available to all members via our website. Either way, we hope you enjoy the content!

In this issue you will find information about recent events, enhancements to itSMF member services, news from our member groups and the story behind our involvement in the Armed Forces Covenant.

To view this edition, as well as our back catalogue, please visit our [ServiceTalk](#) page.