ITSM22: GREAT TO BE BACK!

There was one overriding comment that we heard many times during ITSM22: it was great to be back! Well over 300 attendees joined us at the Madejski Stadium in Reading for our first in-person conference since 2019. And it was very clear that there's no substitute for networking face to face.

Alongside the agenda of over 40 educational sessions, led by outstanding keynote speaker Linda Moir, ITSM22 offered delegates the chance to interact through panel discussions, themed lunch tables, and informal receptions – all against the backdrop of Reading FC's impressive home ground.

Check out our ITSM22 **video** edit. PLUS, we'll be back in Reading for **ITSM23** so don't miss our super early bird discount!

PSMA22: CONGRATULATIONS TO OUR WINNERS!

Our gala awards dinner, hosted by popular sports commentator Steve Rider and itSMF UK board member Rosh Hosany, highlighted the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

You can see the full list of finalists' **here**, but special congratulations go to our winners: Direct Line Group, Barclays, Ian MacDonald, Lucy Banks, Hannah Hammonds, Sean Burkinshaw, Paul Wilkinson & Rebecca Beach.

BT THE FIRST ORGANISATION TO COMPLETE A FULLY CERTIFIED ITSM MATURITY ASSESSMENT

BT has become the very first organisation globally to complete a fully **certified ITSM Maturity Assessment** based on the ITIL Maturity Model. The assessment, designed to measure an organisation's service management capabilities, was conducted by itSMF UK in their role as an Axelos Consulting Partner.

The ITIL Maturity Model measures an organisation's ability to deliver predictable outcomes including on-time delivery, productivity, quality, compliance, and customer satisfaction. High maturity is an indication of organisational success and effective transformation initiatives.

"INTRODUCTION TO ITSM" OFFERING NOW EXPANDED

Aiming at member organisations looking to develop talent through apprentice and graduate schemes – as well as those reskilling – we delivered a brand new 'Introduction to ITSM' masterclass event in October that covered all the core processes and practices and how they fit together.

A consistent theme of the feedback from this pilot event was that the practical exercises were great, but attendees would like more. With this in mind we've teamed up with our business simulation partner GamingWorks and are delighted to announce 'Part 2' of our **Introduction to ITSM programme**.

WEBINAR: IT4IT 3.0: DESIGNED FOR MANAGING DIGITAL

We were delighted to welcome Rob Akershoek back to present the November webinar. Rob provided an overview of IT4IT version 3.0 - launched this October - which can be used to streamline and automate IT value streams and mature your digital operating model.

If you missed the live event, you can catch up with the recording on demand via the **event recordings page** in the member area.

REBECCA BEACH

The Dave Jones Special Award at ITSM22 was awarded to Rebecca Beach, a well-known figure in the service management community who died recently of cancer - she will be greatly missed.

Becky, known online as @GobbyMidget, made an immediate impression on people that she met and over the years she gave a huge amount of inspiration to the industry.

itSMF UK has set up **a tribute fund** in Becky's memory, to raise money for Dorothy House who looked after her and continue to support her family. An auction that took place during this year's PSMA22 awards dinner raised a further £656.