SM FORUM: SERVICE AUTOMATION AND CI – ADDING VALUE WITH AI AND MACHINE LEARNING

Automation plays a huge role in service management, ensuring not only that services are delivered reliably and consistently but also that scarce technical skills can be deployed on more complex tasks.

But getting the balance right is not easy. Just when should services be automated, and how can we ensure that the investment in automation is focused on the right processes and practices, delivering real value and continuous improvement?

Join us for this online **SM Forum** 17 January, 10.00 – 13.00.

WEBINAR: 2023 BUSINESS SIMULATION LAUNCH

Working with our simulation partner GamingWorks, we are delighted to expand the range of events available to itSMF UK members for FREE during 2023 to include ITIL 4, DevOps, SIAM and SAFe.

Taking place 19 January, 12.00 – 13.00, this **webinar** explores the benefits of business simulations and provides an overview of the simulation events available.

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

ITSM23: SUPER EARLY BIRD PROMOTION

ITSM23, our annual Conference and Awards, returns to Reading on 13-14 November 2023. Book before the end of January at our Super Early Bird discount rate and save £355!

With more than 40 presentations from across the industry plus the Professional Service Management Awards, ITSM23 offers a plethora of great content, discussions and networking opportunities.

During the Super Early Bird promotion ONLY, you can opt to include accommodation at the Voco Hotel attached to the conference venue.