ITSM23: CALL FOR SPEAKERS NOW OPEN!

The **Call for Speakers** is now open for ITSM23 – our annual Conference and Awards – which this year returns to the Madejski Stadium in Reading on 13th-14th November.

We'd love to hear from anyone with a good story to tell – practical educational sessions and real-life experience delivered by service management practitioners.

Whether you have something to say about agile ITSM, digital transformation, enhancing the customer experience, new directions in incident or problem management, adopting ITIL 4, or mental health in the workplace, ITSM23 is for you.

ITSM23: EARLY BIRD PROMOTION

Book your place before the end of June at our Early Bird discount rate and save up to £145!

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.

For the full Conference experience we recommend the two-day conference pass but, if time is very limited, a one-day pass is also available for either Monday or Tuesday. Our Sunday night networking reception is included in a two-day or Monday pass and you can also purchase a ticket to the awards gala dinner on the Monday evening.

UPCOMING WEBINAR: BUSINESS & IT ALIGNMENT

The best kept secret in Business & IT alignment? The COBIT goals cascade!

The goals cascade is the mechanism used to translate stakeholder needs into specific, practical, and customised goals, objectives and processes. This 'mapping' of needs to goals is the key to supporting alignment between an enterprise's needs and IT solutions and services.

On the **21 February**, we'll explore the customisation and creation of a goals cascade using a case study and create a customised mapping that unleashes the power of goals cascading.

2023 MASTERCLASS SCHEDULE LAUNCHED

Created and facilitated by industry experts providing real-world guidance and advice, the list of 2023 masterclass events can now be found in the **event calendar**.

Whether you're looking to get started with XLAs, Post Incident Reviews or Major Incident, Problem, Availability, Knowledge and Continuity Management - our interactive online masterclasses take a fresh approach to the challenges faced by today's practitioners.

## BLOG: YOUNG VOICES SPEAK OUT ON SERVICE MANAGEMENT

itSMF UK regional chair Barry Corless recently caught up with three of the finalists in our PSMA22 Young ITSM Professional Award category - Jordan Wray of BT Enterprise, Aaron Kumar from SCC, and winner Lucy Banks of Barclays Bank.

He asked about their careers to date and their plans for the future. Where do they see themselves in five years' time and what do they really enjoy about working in service management?

You can **read the blog here.**

ON-DEMAND CONTENT: EVENT RECORDINGS
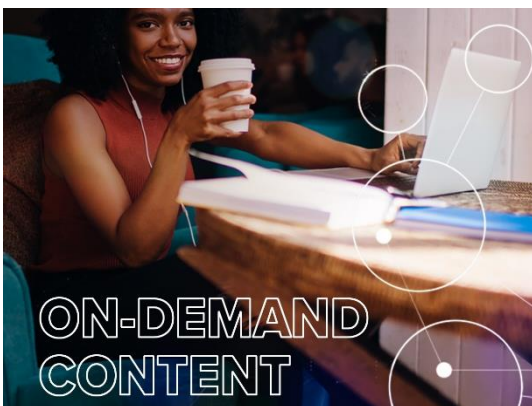
Having increased our range of online events over the last 3 years, we now have a wide range of recorded content available for on-demand viewing.

Our webinar and SM Forum events have contributed 120 hours of content alone, and that's before you include the 2020 and 2021 conference presentations also available.

Simply follow this **link** to see the list of content available and then click on the title to view.