MONTHLY ROUND-UP

FEBRUARY 2023

BLOG: LEADERSHIP - THE FORGOTTEN PROCESS



What do we really expect from those running digital transformation projects and managing ITSM frameworks? And what kind of skills do they need in addition to their knowledge of core practices and ITIL accreditation?

Mohammed El-Arabi explains why he believes the leadership skillset is often overlooked in service management, and why it is just as important for successful digital transformation as the underlying ITSM processes.

You can read the blog here.

NEW ARMED FORCES COP LAUNCH EVENT

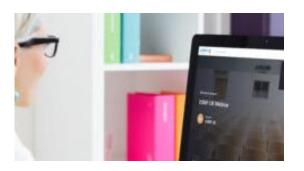


We are proud to announce that we signed the Armed Forces Covenant, which recognises the contribution and sacrifice made by service personnel, reservists, veterans, the cadet movement and military families in defending our freedoms as a nation.

As part of our commitment as a Forces Friendly organisation, itSMF UK are now launching an Armed Forces Community of Practice (CoP) for members with a military connection, providing the opportunity to network, support one another, and attend focused events with guest presenters (online and in-person).

Join our launch event on the **<u>07 March</u>** to find our more.

WEBINAR: INTRODUCTION TO THE V*A*L*U*E FORMULA



"Focus on Value" is the first of the ITIL 4 guiding principles. From ITIL to Lean to DevOps, the concept of VALUE is a common thread shared by almost every best practice, standard and methodology. Understanding, focusing upon and improving value is ultimately the most important thing any product or service organisation can do. So why do so few organisations REALLY focus on value?

In collaboration with multiple itSMF country chapters, on the 07 March this webinar introduces the back-to-basics model, concepts and guidance on how to maximise your organisation's value explored within the exciting book, "The V*A*L*U*E Formula", by Ken Wendle. Registration and further info <u>here</u>.

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JOIN US FOR AN UPDATE FROM THE ITSMF UK BOARD!



At this time each year, the Chair and Board of itSMF UK report back to members on our current strategy and services, to make sure we're delivering the value that you require as a stakeholder in our community.

Why not join us for an hour, on 23 March 12:00 - 13:00, and let us know about your current priorities and concerns?

This event is on Teams – if you would like to take part, please **register** and we will send you joining details.

ITSM23: CALL FOR SPEAKERS CLOSES END OF MARCH!



The <u>Call for Speakers</u> for our annual Conference and Awards on 13th-14th November in Reading closes at the end of March. 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



BOOKNOW FOR EARLY BIRD PRICING 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, <u>ITSM23</u> offers a plethora of great content, discussions and networking.

For the full Conference experience we recommend the two-day conference pass but 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.

www.itsmf.co.uk



If you have any queries about the content above, please contact us on 0118 918 6500 or membership@itsmf.co.uk Registered address: Service Management Association Ltd (trading style ITSMF UK), Ground Floor South, Burford House, Leppington, Bracknell, Berkshire, RG12 7WW, UK. Company Registration Number: 2661244, England & Wales.

ITSMF UK is an independent, not-for-profit membership body dedicated to the development and promotion of best practice in IT Service Management.