

PSMA23: CELEBRATING SERVICE EXCELLENCE



Do you work with service management teams or practitioners who go beyond the call of duty in delivering first-class service? Is it time to recognise their achievements by sharing their stories with other members of our community?

If so, look no further than the Professional Service Management Awards, which open on 17th April. Our judges will be looking for prime examples of outstanding commitment, agile thinking, and great teamwork; seeking out those who go the extra mile in ITSM.

Look out for the announcement e-mail coming soon!

NEW ARMED FORCES COP EVENT, 24 MAY



As part of our proud commitment to the Armed Forces Covenant, itSMF UK recently formed a Community of Practice to bring together military veterans, reservists, employers and service providers with an interest in supporting those transitioning from the Forces to mainstream service management.

Drawing on this important initiative, this online event explores both practitioner and corporate views, identifying the opportunities and challenges involved in making the move from the military world to Civvy Street

Free to attend, click [here](#) for further details and registrations.

WEBINAR: REPAIRING ITIL'S BLIND EYE



For more than 30 years, we have tried to tackle the challenges of business/IT alignment and the ever-growing complexity of IT with practice-based frameworks – but there have always been gaps in the guidance.

Join us on the 25 April (12:00 – 13:00) to find out how the Dutch developed the Unified Service Management method (USM) as a companion to ITIL and other practice-based frameworks, ISO standards, and techniques like Agile and DevOps.

Registration and further info [here](#).

SECTOR SPOTLIGHT: SERVICE MANAGEMENT IN THE HEALTHCARE SECTOR



Nowhere has the need to transform digital services been so keenly felt as in the NHS.

In this first itSMF UK Sector Spotlight, we'll be hearing from practitioners at the front line of digital transformation in the healthcare sector in both England and Wales - from those tasked with delivering the mainstream services to those looking to improve the high-stress working environment.

[Join us](#) on the 24 April (10:00 – 13:30) to hear more – attendance is free to all.

TWO NEW BLOG POSTS PUBLISHED



Two new blog posts this month are now **[available to read](#)**:

Constant change or changing constantly? Change may be constant, but how you manage and embrace change can make all the difference, argues Chris Evans.

Whilst Lynda Cooper explains that not all organisations want to gain an ISO certificate of conformity. For some, it is enough to put in place a good management system to support effective and sustainable service management practices to ensure delivery of reliable high-quality services.

UPCOMING MEMBER MEET-UP EVENTS



Available free of charge to itSMF UK members, our 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.

[Online Member Meet-up: How do we measure success in ITSM](#)
14 April - 12.00 - 13.00, Online Delivery (MS Teams)

[Member Meet-up: The Journey to AI Ops](#)
18 April - 09.30 - 12.00, Belfast

