

SERVICE MANAGEMENT: WHERE DO I START?



Service management as a profession is often overlooked alongside more familiar job choices. Yet there are many routes into service management, and a wide range of options for those who choose it as a career direction. But where do you start? How transferable are your current skills? And what are the opportunities and challenges that you are likely to face as you take on your first service management role?

This evening seminar on 6th October, free to attend and devised and led by Forum members, sets out to answer these questions. Please [pass on the details](#) to friends and family who are interested in pursuing a service management career.

ITSMF UK CHALLENGE CUP UPDATE



Last month we announced the inaugural itSMF UK Challenge Cup - open to all member organisations and FREE to enter. We've been delighted with the response and will soon be following up with the 30 'team captains' with further information.

Facilitated by our delivery partner [SXP](#), teams of four colleagues will compete by playing the RUN-IT simulation - and the winning team will be the one that achieves the highest score!

The competition will culminate with a presentation to the winning team at the PSMA23 awards dinner in November – along with a prize of £1,000 for their selected charity!

UPCOMING WEBINAR EVENTS



Please find below details of FIVE upcoming webinars available free of charge to itSMF UK members only:

- [The Perfect Match: Your Service Desk and ITIL practices](#)
- [Alignment: Let's get focused!](#)
- [Sustainable Service Management for sustainable business](#)
- [Emerging Digital Trust Beyond Cybersecurity and Privacy](#)
- [Co-creating value in organisations](#)

Join them on the day and engage through the Q&A - or catch up on demand via the [Event Recordings](#) page in the Member Area.

PSMA23 CALL FOR NOMINATIONS NOW CLOSED



The call for Award nominations is now closed and the judging process will soon begin!

PSMA23 offers a great opportunity to highlight the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

The shortlisted finalists will be announced at the beginning of September, with the winner in each category revealed at our gala awards dinner during ITSM23 on 13th November in Reading.

LINK THE LOGO WINNER ANNOUNCED!

Download Your **Member Signature Logo** Today!



Our 'Link the logo' competition has now closed. We've picked one lucky entrant out of the hat and are delighted to announce the winner of a full free place at the ITSM23 conference and awards dinner is Lee Young of Leeds Building Society. Congratulations Lee and thanks to everyone who took part!

Even though the competition is over, we hope members will continue to share our member logo wherever they can - [download](#) here.

ITSM Maturity Assessment



itSMF UK continues to offer organisations an ITSM maturity assessment service based on the Axelos ITIL Maturity Model platform.

By providing this service we are able to help organisations understand clearly where they need to focus in improving their overall level of maturity. And over time the anonymised data we collect from these assessments, in addition to the benchmarking data Axelos publishes, will allow organisations to see how they compare with their peers.

Further information available [here](#).

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

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