

MASTERCLASS – BOOK ONE, GET ONE FREE



We recognise that budgets continue to remain under immense pressure for most. To help ease the strain, itSMF UK are delighted to again offer members a special 'book one place, get one free' promotion on the Masterclass events listed below - normally charged at £295 + VAT per member per event.

- [Re-imagining the CAB, 13-14 September](#)
- [Change & Release Management, 14 September](#)
- [Digital Operating Model, 21 September](#)
- [Sustainability, 26 September](#)
- [Availability and Capacity Management, 17-18 October](#)
- [Pragmatic Continual Improvement, 02 November](#)

ITSM23 SUMMER SIZZLER PROMOTION – ENDS SOON



BOOK NOW FOR
**SUMMER SIZZLER
PRICING**

Book your place before the end of September at our Summer Sizzler discount rate and save up to £100!

With more than 50 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 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 EVENTS



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

- [Alignment: Let's get focused!](#)
- [Sustainable Service Management for sustainable business](#)
- [Emerging Digital Trust Beyond Cybersecurity and Privacy](#)
- [Leverage your way to greater VALUE!](#)
- [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.

FINANCIAL SERVICES SECTOR SPOTLIGHT



Scheduled 24th October, 10.00-13.00, we're pleased to announce the next Sector Spotlight event: [Next steps in ITSM for the Financial Services industry](#).

Few industry sectors have felt the impact of a changing business world as much as financial services. In this Sector Spotlight, we focus on some of the key issues and challenges confronting our banks and building societies as they fine-tune their ITIL 4 services in an agile, cloud-based world.

Free to attend, this online event will be delivered using Zoom.

PUBLICATIONS ARE BACK – WITH 10% DISCOUNT!



The popular Foundation and Managing Professional pocket guides are back, providing easy-to-use content for those preparing for exams or seeking a handy pocket reference guide!

Two complementary titles are also available - Co-creating Value by David Barrow and Human-Centred Design by Katrina Macdermid - for practitioners pushing the ITIL boundaries.

For a limited time these publications are available in both print and digital PDF versions - take your pick from the [bookstore](#)!

A NEW MEMBER OF THE TEAM & BOARD CHANGES



We're very pleased to announce a new addition to our operations team, [Gail Knight](#). Gail joins us as a Member Engagement Manager, working alongside Andrea Dell and helping to reach out to a growing number of members and prospective members within the ITSM community.

We are also delighted to welcome Cristan Massey, Keith Reeves, and Vawns Murphy to the Board of itSMF UK following last month's [member election](#). Their two-year term starts on 1st October.

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.