

PSMA23 WINNERS ANNOUNCED



We're delighted to announce the winners of the [2023 Professional Service Management Awards](#):

- Service Management Team of the Year - **Winner:** BT
- Service Innovation of the Year - **Winner:** Vodafone
- Thought Leadership - **Winner:** Ian MacDonald
- Young ITSM Professional of the Year - **Winner:** Emma Irwin
- 2023 Challenge Cup - **Winner:** Team Informa
- Ashley Hanna Contributor of the Year - **Winner:** Keith Reeves
- Content of the Year - **Winner:** Chris Kingsbury
- Dave Jones Award - **Winner:** Matthew Burrows
- Paul Rappaport Award - **Winner:** Barclay Rae

ITSM24 – SUPER EARLY BIRD DISCOUNT



[ITSM24](#), our annual Conference and Awards, returns to Reading on 11-12 November 2024. Book before the end of January at our Super Early Bird discount rate and save £355! PLUS, during the Super Early Bird promotion only, you can opt to include accommodation at the Voco Hotel.

With more than 50 presentations from across the industry plus the Professional Service Management Awards, ITSM24 offers a plethora of great content, discussions and networking opportunities.

If you're not sure which colleagues will be attending, you can still take advantage of this offer: just make your booking by phone and then confirm the delegate details up to four weeks before the conference in November.

2024 EVENT SCHEDULE AT A GLANCE



We have a wide range of events available to itSMF UK members:

- Business Simulations
- Introduction to ITSM Programme
- ITSM24 Conference & Awards
- Leadership Council
- Masterclasses
- Member Meet-ups & COPs
- Service Management Forums & Sector Spotlights
- Webinars

Take a look at our [schedule at a glance](#) for a high level summary of the latest event and date information.



DO YOU HAVE SOMETHING TO SAY?



Do you have a view to share about a service management project that you're involved in, an event you've recently attended, or an ITSM issue that you feel strongly about?

Blogs are an essential part of itSMF UK's mission to bring service management practitioners together through common experience and expertise.

Interested? Please drop a note to our [resident wordsmith](#) with a very brief outline of your proposed article, and start writing!

UPCOMING WEBINAR EVENTS



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

- [Synergy: Getting it together, keeping it together](#)
- [Perils of relying on AI for licence management](#)

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.

MEMBER EVENT: CRACK THE ENIGMA OF COLLABORATION & TRANSFORM YOUR SERVICE DELIVERY (20 MARCH)



Join us at Bletchley Park, home of the Codebreakers, to experience rapid change in a safe, simulated environment, whilst deploying technologies, improving processes.

- Experience a 2-year transformation in a single day
- Immerse yourself in learning by doing
- Share your knowledge
- Share your questions and ideas with your peers.

This event is FREE for Members to attend but is limited to 40 people due to the interactive delivery format – [REGISTER](#) today!

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.