UPCOMING MASTERCLASSES IN FEBRUARY AND MARCH

itSMF UK has masterclasses to suit all interests during the first quarter of 2024.

From change & release, major incidents, knowledge management and ITAM, to demonstrating value, AI feasibility, XLAs and human-centred design, there's a masterclass for everyone in the weeks ahead.

Check out the dates and book your place in our events calendar.

INTERNATIONAL WOMEN'S DAY – itSMF STYLE

Join us on International Women's Day (8th March, 13.00-14.00) for an empowering event hosted by one of our Board Directors, Valerie Wilson. The esteemed panel features inspirational women who excel in service management and are passionate about this year's theme of #Inspireinclusion.

From navigating challenges to achieving success, don't miss this opportunity to celebrate International Women's Day with us and gain valuable perspectives relevant to service management.

Register today and be part of the movement towards empowerment and inclusion.

CALL FOR SPEAKERS: IT COULD BE YOU!

What makes itSMF UK's conference different from other industry gatherings is the strong voice of the user community; the hints, tips and practical guidance shared by experienced practitioners in commercial or public sector organisations.

Do you have a story to share with other attendees at ITSM24? If so, we'd like to hear from you. You don't have to be an experienced speaker; we have 'buddies' who can help you to prepare your session.

Why not give it some thought and join the call for speakers?

AN UPDATE ON ITIL CERTIFICATION AND RENEWAL

As ITIL represents the globally recognised best practice framework for service management, it's essential for IT professionals to keep their certifications current. In this webinar Markus Bause from PeopleCert will bring attendees up to date on the latest changes in ITIL certification.

The session is particularly beneficial for those who have already achieved an ITIL certification and are facing the renewal process. It will explore the crucial steps and requirements for certification renewal, including earning the necessary CPD points.

Book your place.

## UNIVERSITIES: UNIFIED SERVICE AND DIGITAL SKILLS

Our February sector spotlight focuses on our universities: providing unified service management, equipping our students and staff with the right digital skills, and helping our HE institutions to take the next step on the SM maturity curve.

Join us to find out more about the service management challenges currently facing higher education.

Register here.

MEMBER EVENTS IN GLASGOW AND BELFAST
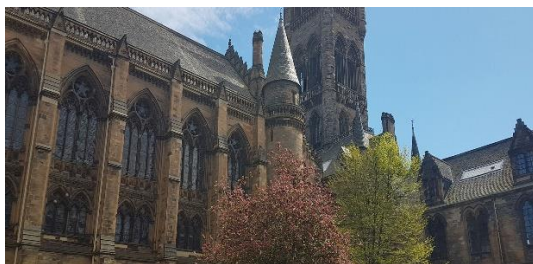
Our member events are back on the road again, with in-person meetings in Scotland and Northern Ireland.

In Glasgow on 12th March, we'll be sharing real-world examples of asset management, major incident management and enterprise service management, all presented by itSMF UK member organisations. Then in Belfast on 17th April we explore the evolving landscape of change enablement and cover the pros and cons of the evolving methodologies.

More information in the events calendar.

If you have any queries about the content above, please contact us on 0118 918 6500 or membership@itsmf.co.uk