



PROFESSIONAL SERVICE MANAGEMENT AWARDS 2024

ASHLEY HANNA CONTRIBUTOR OF THE YEAR

The Ashley Hanna Contributor of the Year Award is presented to an individual who has made a very significant contribution to the service management profession, either as an itSMF UK volunteer, as a highly dedicated team member within their own ITSM organisation, or in some other way within the community.

The individual may be well known for their commitment and achievements, but equally we'd like to hear about any 'unsung heroes' who consistently go the extra mile. This award is named in memory of a truly dedicated ITSM professional and itSMF UK volunteer – Ashley Hanna.

Nominations should be from peers, itSMF colleagues or managers.

How do I make a nomination?

- **By 15th June 2024**, [let us know here](#) that you are entering a PSMA2024 award nomination. Please include your contact details, organisation, award category, and a brief description of the nomination (no more than 100 words) outlining who you are nominating and why.
- **By 15th July 2024**, please provide the full written nomination, as follows:
 - Briefly describe the individual and explain how you know them.
 - Outline why this person should be recognised in the Professional Service Management Awards, explaining what they have achieved, where and when.
 - Please share some insights into the individual's special qualities and what you think motivates them to give so much towards their service management role, to their organisation, and/or to itSMF UK and the wider community.
 - Finally, briefly explain what you think it would mean to the individual to be recognised in these awards.

Your entry should be no more than 2000 words in length, submitted in Word. You are welcome to add images and digital content if they enhance your nomination, and be sure to include headings and captions where appropriate. Make sure you answer each section in turn, and do not miss out on

any of the key detail as outlined above. The nomination should be supported by as much evidence as is available.

Once you have completed your entry, please re-read the criteria above to make sure you have covered all the points listed.

Next steps

From the written submission our judges will select their finalists, who will be notified by 31st August.

Winners will be announced at the Awards Ceremony during ITSM24 on 11th November 2024.

Please let us know if you have any questions: awards@itsmf.co.uk

Eligibility, judging and use of content

Eligibility

All itSMF UK member organisations and ITSM professionals are eligible for this award.

Judging

Judging will be undertaken by a group of impartial and unbiased industry professionals nominated by itSMF UK. All activities will be overseen by the itSMF UK office. Judges are ineligible to take part in any capacity, as nominator or nominee, in the award category they are judging.

Prize

The winner of the Award will receive:

- An inscribed trophy
- A framed Winner certificate for display
- Permission to display our Winner logo online and in email signatures until 1st January 2026.
- Recognition in relevant itSMF UK publications and media.

Licence to use content

By entering for these awards, the nominator confirms that the written and video content provided is available for itSMF UK to share with members and non-members via its website and online services.