



PROFESSIONAL SERVICE MANAGEMENT AWARDS 2024

TEAM OF THE YEAR AWARD

The Service Management Team of the Year award is presented to the members of a team that have supported their customers in providing inspirational service delivery and significant business benefit. They will have successfully built trusted relationships with the business to co-create value or adapted their ways of working to support business innovation while simultaneously improving the maturity of service management within their organisation. Self-nominations or nominations by peers or managers will be accepted.

How do I make a nomination?

- **By 15th June 2024**, [let us know here](#) that you are entering a PSMA24 award nomination. Please include your contact details, organisation, award category, and a brief description of the nomination (100 words max) outlining who you are nominating and why.
- **By 15th July 2024**, please provide the full written nomination to awards@itsmf.co.uk, covering the following points:
 - Briefly describe your business and the sector in which it operates.
 - Outline **why this team should be recognised** in the Professional Service Management Awards, summarising the scope and scale of the team's role and responsibility.
 - **Explain the achievement** for which the team is being nominated, **how they met their objectives**, the **challenges they faced** in meeting those objectives, and what they learned along the way.
 - Describe any ways in which the team have **enhanced service management professionalism** within their organisation and how the group have supported each other and those outside the team.
 - Explain how the team have provided **inspirational service delivery** and outline the resulting business benefits.
 - Describe any steps taken by the team to build trusted relationships and **co-create value** with the business.

Your entry should be a maximum of 2000 words in length, submitted in Word. You are welcome to add images and digital content if they enhance your nomination. Think about including details of any underlying frameworks or baseline figures that support your entry – they will make it much easier for the judges to evaluate your achievements – 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 tell a story and 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.

Interview and video

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

If you are short-listed, members of your team will be asked to attend an **interview with the judging panel** on Zoom at a mutually convenient time during September. This is an opportunity for the judges to ask any questions about the entry, and for nominees to make any additional points that were difficult to convey in writing at the time of submission.

Finalists will also be asked to make a short video which will be shared with ITSM24 attendees in the run-up to the event. The winner's video in each category will also be shown at the awards dinner itself.

The video should be a maximum of **3 minutes** in length, but otherwise you have a free rein. We just ask for you to confirm that you are happy to share the content with other members at and after the Conference. The video is not intended to cover everything in your written entry, but to provide a lively, concise overview of your nomination. Please submit the video by **30th September 2024** via one of the large file services (such as WeTransfer.com) and email awards@itsmf.co.uk to let us know it has been sent.

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 and judging

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

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.