

PROFESSIONAL SERVICE MANAGEMENT AWARDS (PSMA24) CALL FOR AWARD NOMINATIONS NOW OPEN!



We're delighted to announce that nominations for the ITSM Team of the Year, Service Innovation, Young ITSM Professional, and Ashley Hanna Contributor of the Year PSMA24 awards are now [OPEN](#).

PSMA24 offers a great opportunity to highlight the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for recognition.

Winners will be announced at the PSMA24 awards dinner, taking place on 11 November 2024 - hosted by TV personality, actor and comedian Ellie Taylor.

ONLINE 'LUNCH & LEARN' SESSIONS



We recently announced a number of one-hour 'lunch & learn' sessions offering members the opportunity to engage with presenters and other members, hear their stories and learn from their experiences.

The initial sessions covered Change Management, Major Incident Management and Capacity Management – with Service Design next up.

Check out the [event schedule](#) for future events, and don't forget you can always catch up on the recordings page.

ITSM24 CALL FOR SPEAKERS NOW CLOSED



We are delighted with the huge response to our Call for Speakers for ITSM24, which takes place on 11-12 November in Reading.

The call is now closed, and the Conference team are busy making final changes to the agenda.

Please keep an eye out for the announcement over the next couple of weeks – it's taking shape nicely, and we can't wait to share it with you! View [ITSM24 Page](#).

MENTORSHIP PROGRAMME PILOT



We recently announced a pilot phase for our new mentorship programme.

The service, available to members for free, will encourage and support mentees to identify their key goals and objectives, and align them with standard industry roles. We'll then match the mentee with a mentor who has the appropriate skills, knowledge and experience to aid and drive their personal development.

Read more about the itSMF UK mentorship scheme [here](#).

PEOPLECERT ITIL CPD POINTS – GREAT NEWS FOR ITSMF UK MEMBERS!



Over recent months itSMF UK have been working closely with PeopleCert to help establish precisely what the options are for those seeking to renew existing qualifications.

All individuals who hold one or more ITIL 4 certification will need to renew them within three years of their original certification date in order to keep them current - and collecting CPD points can help!

Please find more information [here](#).

SERVICETALK: LATEST ISSUE AVAILABLE TO DOWNLOAD



Twice a year we publish our ServiceTalk magazine which includes several blogs and industry news.

In this edition we talk about Where's the value in value?, the business transformation event at Bletchley Park, the 'cream and jam' of information security, and seven steps to service support automation - along with a heap of other content.

Find this edition and other back issues via our [ServiceTalk](#) page.