

ITSM24: VIEW THE NEW AGENDA AND PREVIEW GUIDE



The agenda has now been published for ITSM24, our annual conference and awards on 11th and 12th November in Reading.

This year's programme is probably our best ever, with speakers from organisations including Barclays Bank, BT, Direct Line Group, DLA Piper, DWP, Equiti Capital, Home Office, IPO, Irwin Mitchell, ITV, MoD, MS Amlin, NHS England, Open University, Pearson, Prolific, Square Enix, and Vodafone.

Dive into the details of all 52 sessions in our new [Preview Guide](#). Then book your place [here](#) before the end of June to enjoy the full Early Bird booking discount.

XLA24: EXPERIENCE MANAGEMENT AND SCALEXTRIC FUN



Experience management is re-shaping the way we deliver services to customers, focusing on how users genuinely feel about the service they receive and not just whether the provider has hit a pre-defined performance target.

[Join us](#) for XLA24 at Mercedes-Benz World on 4 July to find out what experience management is all about. With presentations from three industry leaders and three case studies, plus some fun with their Scalextric track and racing simulators, XLA24 offers great content, discussions and networking opportunities – and it's free to attend.

CATCH UP ON SM FORUMS AND SPOTLIGHTS



Our three-hour SM Forums continue to draw a large audience, with a healthcare spotlight at the end of April and an update on SIAM in May bringing together a terrific line-up of presenters.

You can catch up with these and many other events via the [webinar recordings](#) page on the website.

Next up is our Financial Services Spotlight on 18th June, open to both members and not-yet-members. Book your free place [here](#).



BLOGSPOT: ISO27001 AND ISO20000-1



[Our service management blog](#) offers a range of short articles on ITSM-related themes of all kinds. In the latest contribution, Bob Gettings of BSI talks about the role of the ISO 20000-1 and ISO 27001 standards in enhancing information security and trust in an increasingly connected world.

Why not share your ideas or challenges in a blog? Or if you'd like to write but are not sure where to start, please [get in touch](#).

LUNCH AND LEARN: THE PERFECT ACCOMPANIMENT



If you're breaking for a sandwich in the middle of the day, why not join one of our free Lunch & Learn sessions while you eat?

This Friday, 7th June, we'll be hearing about crafting the details of a perfect service design with Chevonne Hobbs of Illuminet Solutions.

Then on 19th June, speakers from Computacenter and Brillio join us to talk about keeping your problem management proactive.

[Book your place.](#)

PSMA24: TIME IS RUNNING OUT FOR NOMINATIONS



PSMA24 offers a great opportunity to highlight the achievements of individuals and teams in your organisation whose skills, commitment and imagination have marked them out for special recognition.

Why not put someone forward for the ITSM Team of the Year, Service Innovation, Young ITSM Professional, or Ashley Hanna Contributor of the Year award? Nominations are free of charge but you have to submit them by 15th June. [Further information here.](#)

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.