

ITIL CASE STUDY DAY



ITIL in Action!

FREE for members, please [join us](#) for a star-studded line-up of ITSM practitioners presenting ITIL case studies and deep-dive practice views.

Settle into your seat at Everyman Cinema, Birmingham's most sumptuous cinema, network with other attendees over the popcorn and burgers, and enjoy a day of service management showstoppers from PeopleCert, BT, DWP, and University of Birmingham.

Full agenda and presentation overview available [here](#).

3 WEEKS LEFT TO ENTER YOUR CHALLENGE CUP TEAM!



Open to all member organisations and FREE to take part, the competition will culminate with a presentation to the winning team at the PSMA24 awards dinner in November – along with a prize of £1,000 for their selected charity!

Facilitated by our delivery partner SXP, teams of up to four colleagues will compete against other organisations by playing the RUN-IT simulation – and the winning team will be the one that achieves the highest score.

Submit your team entry by the end of August [here!](#)

BLOGSPOT: LATEST CONTRIBUTIONS



Our [service management blog page](#) offers a range of short articles on ITSM-related themes of all kinds. In the latest contributions:

[Building a SOC: just bricks and mortar, right?](#) - Valerie Wilson explains what's required to create an effective Security Operations Centre for customers!

[Don't think outside the box, look inside a different box!](#) – Ian MacDonald explains the benefits for those in ITSM of the 'analogous overlap' with other industries.

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](#).



UPCOMING WEBINAR – MAKING LINKEDIN WORK FOR YOU!



Want to make the best use of LinkedIn? Join us on 17 October for a practical session where our guest presenter, John Espirian, will provide best-practice tips to help you make best use of the LinkedIn platform – using the tools you already have, with no paid upgrades needed.

[Join us](#) on the day and engage through the Q&A - or catch up on demand via the [Event Recordings](#) page.

ITSM MATURITY ASSESSMENT SERVICE



itSMF UK is pleased to be able to offer organisations an [ITSM maturity assessment](#) service based on the Axelos/PeopleCert ITIL Maturity Model platform.

By providing this service we are able to help organisations understand clearly where they need to focus in improving their overall level of maturity. And over time the anonymised data we collect from these assessments, in addition to the benchmarking data Axelos publishes, will allow organisations to see how they compare with their peers.

Further information [here](#), or please [get in touch](#) if you would like to discuss your requirements.

CATCH UP ON SM FORUMS & SECTOR SPOTLIGHTS



Our three-hour SM Forums continue to draw a large audience, with April's spotlight tackling the challenges faced by modern service desk and June's financial services spotlight bringing together an amazing line-up of presenter.

You can catch up with these and many other events via the [event recordings](#) page on the website. Next up is an SM Forum on Enterprise Service Management in September. Registration will open soon so keep an eye on the [event calendar](#).

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



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ITSMF UK is an independent, not-for-profit membership body dedicated to the development and promotion of best practice in IT Service Management.