

### BOARD CHANGES AT ITSMF UK



itSMF UK has [announced](#) that a new Chair will be taking over from the beginning of October.

The new incumbent is Claire Drake, Lead Service Architect at Fujitsu UK who joined the itSMF UK Board in 2019, becoming Vice Chair in 2021. She replaces Karen Bruschi, Head of Service Management & Design at Arqiva, who completes her term as Chair after three years and has led the organisation through a period of sustained growth.

Cristan Massey, Head of Service Management at Pearson who joined the Board last year, becomes Vice Chair.

### ITSMF UK PARTNERS WITH THE NATIONAL MUSEUM OF COMPUTING TO INSPIRE FUTURE TECH LEADERS



In a significant move to promote digital literacy and inspire the next generation of technology enthusiasts, itSMF UK has announced a new [partnership](#) with The National Museum of Computing (TNMOC).

This collaboration will see itSMF UK make a donation to the charity, as well as sponsor an upcoming Digital Future Day event aimed at 16-18 year olds, set to take place on 06 March 2025.

Adding to the excitement, itSMF UK are also pleased to reveal plans for an AI-themed event exclusively for its members, to be hosted at TNMOC in February 2025. This event will focus on the transformative impact of artificial intelligence on IT service management and beyond, with more details to be announced soon.

### ITSM24: JUST 4 WEEKS REMAINING TO ENJOY OUR SUMMER SIZZLER DISCOUNT!



Only 4 weeks left to seize our Summer Sizzler Discount!

Join us at hashtag#ITSM24 for an unparalleled experience in IT Service Management. With over 50 presentations and the prestigious Professional Service Management Awards, this is your chance to dive into a wealth of knowledge, engage in dynamic discussions, and expand your professional network.

Don't miss out! Discover all the details and explore the full conference agenda [here](#).



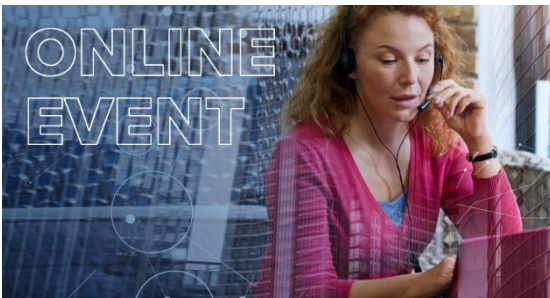
### PROBLEM MANAGEMENT - WHAT ARE YOUR VIEWS?



In 2015, the itSMF UK Problem Management Special Interest Group published the “[Selling Problem Management](#)” whitepaper. Now we’re revisiting this topic to see the impact of AI, ITIL 4, SIAM, and nearly a decade of change.

If you’re currently involved in problem management and willing to answer a few questions, please [let us know](#). Your responses will be anonymised to identify trends. We look forward to hearing about your challenges and priorities.

### SM FORUM - ENTERPRISE SERVICE MANAGEMENT IN PRACTICE



The idea of extending the value of established service management practices across the organisation is not new. For years businesses have set out to apply some consistency to IT-based service delivery in HR, finance, facilities management and other major functions.

This [online event](#), 26 September (10:00-13:00), views Enterprise Service Management from a number of different perspectives, to help attendees understand what it really means to apply service management best practice where it’s needed most.

Bringing together practitioners with ESM experience, it offers an excellent opportunity to review and discuss the key issues involved.

### UPCOMING MEMBER MEET-UP EVENTS



As we gradually scale up our 'in person' events, below are details of 2 upcoming member meet-ups:

[24 September, Leeds – ITAM for business value](#)

[25 September, Reading – Workshops that drive results](#)

Available to itSMF UK members for FREE, these events provide a great opportunity to network and learn from other service management professionals and discuss burning issues in a relaxed environment.

[www.itsmf.co.uk](http://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](mailto: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.