

A NEW VENUE FOR ITSM25



As we close the doors on ITSM24, the team here at itSMF UK have been delighted with the great feedback we've received about this year's content and networking.

Looking to next year's Conference, we're very pleased to announce that [ITSM25](#) will take place at Stadium MK in Milton Keynes, a larger and more flexible venue that will allow us to accommodate more delegates and sponsors, and to bring you an even better networking experience.

Why not book your place today and take advantage of our massive super early bird discount?

PSMA24 - CONGRATULATIONS TO ALL OUR WINNERS!



A big thank you to all the nominees, proposers and judges who participated in PSMA24.

The winners were announced at the gala dinner during ITSM24, hosted by the amazing Ellie Taylor.

It was a great opportunity to celebrate with the leading lights of our industry, from the promising newcomers to the inspirational leaders.

For more information about the winners, check out the [PSMA24](#) page.

ANNOUNCING TEN SIGNATURE EVENTS FOR 2025



itSMF UK provides a huge range of events for members from intensive masterclasses and ITSM introductions to SM forums, simulations, member meet-ups and of course our annual Conference & Awards.

For 2025 we're delighted to announce a programme of [10 signature events](#), many of them in-person at exclusive venues around the UK, to help members schedule time around their preferred topics.

Some of these expand on our strong relationships with organisations such as PeopleCert, XLA Institute and Scopism; others explore important areas such as wellbeing in the workplace and AI in ITSM.

To make things even better, 9 of these events (ITSM25 being the exception) will be FREE for members to attend.



ONLINE SM FORUM: HEALTH & WELLBEING AT WORK

SM FORUM **FREE**

Health & Wellbeing at Work

23 JANUARY
10:00 - 13:00

FREE for ITSMF UK members and non-members

BOOK NOW



itSMF UK

We are excited to invite you to an empowering event dedicated to health and wellbeing at work.

Our expert speakers will share their unique experiences and offer practical advice on topics such as recognising and recovering from burnout, understanding the impact of menopause on mental health, and learning quick, effective techniques to manage stress.

All are intended to provide insights that will help you navigate the challenges of modern work life and improve your overall wellbeing. Our goal is to equip you with the knowledge and ideas to foster a healthier, more supportive work environment as we enter 2025!

UPCOMING MEMBER WEBINARS



Below you'll find details of two upcoming webinar events, available exclusively to itSMF UK members for FREE.

[Driving Digital Transformation: Unlocking ITSM's Strategic Role](#)
06 December, 12:00 - 13:00

[Introducing the PeopleCert Accredited Tool Vendor Programme](#)
30 January, 13:00 - 14:00

One-hour focused events, featuring a subject matter expert or member-based case study. Join them on the day and engage through the Q&A or catch up on demand!

TWO NEW BLOGS NOW AVAILABLE



Find these and other blogs on our regularly updated [blog page](#).

[Avoiding Scattered Spider's cyber web](#)

One successful Gen AI attack on your service desk could destroy your business. Frank Abagnale tells how they did it in Las Vegas and how you can avoid being the next victim.

[If I hadn't seen such riches – seven takeaways from ITSM24](#)
Barry Corless shares his experience of this year's conference.

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.