

CHALLENGE CUP 2024 – THE WINNER IS...



We'd like to thank all 38 teams for taking the time to participate in our itSMF UK Challenge Cup competition – we've had a brilliant time facilitating the heats and have been delighted with the feedback received.

Alongside the learning experience, there was of course a competitive element and we're delighted to announce the organisation with the top score, and winner of the 2024 Challenge Cup, is:



ONLINE LUNCH & LEARN SESSIONS



Join us for these 1-hour lunch time online sessions where you can engage with the presenters and other members, hear their stories and learn from their experiences.

[02 December - Problem management](#)

[05 December - Capacity & Performance Management](#)

[Register today](#) for these FREE member events or catch on demand via the recordings page.

LATEST EDITION OF SERVICETALK AVAILABLE NOW



In this issue you will find information about recent events, enhancements to itSMF member services, an update on our mentoring programme and news from our member groups.

The print version will be distributed to delegates at ITSM24 as part of their conference guide, while the digital version is available to all members via our website.

Either way, we hope you enjoy the content!

To view this edition, as well as our back catalogue, please visit our [ServiceTalk page](#).



ITSM24 IS SOLD OUT



For the 2nd year in a row, our annual conference is SOLD OUT!

For those lucky enough to have tickets, take a look at the [Conference Preview Guide](#) with details of all our speakers and presentations. You can then create your personal agenda from the four tracks of great content.

If you miss any, do remember that all conference sessions will be recorded for delegates, so there always a chance to catch up later.

2025 EVENTS NOW BEING ADDED TO EVENT CALENDAR



A lot of work goes into our event schedule each year – all with the objective of sharing best practice and creating opportunities for networking with other members and thought leaders.

Planning for 2025 is well and truly underway and we're now starting to add events to the [website](#). As always, if there is a particular topic you would like us to cover please do let us know and we'll do our best to accommodate.

Many of these events wouldn't be possible without the amazing support of our volunteer group chairs and event facilitators - a big thank you to them all!

BLOG: UNLOCK DIGITAL TRANSFORMATION SUCCESS WITH EVOLVED ITSM



Digital Transformation has become a critical element in the survival and growth of organisations. It's no longer just a trendy buzzword but an essential step that companies need to take to meet the evolving needs of the market and customers.

In the era of the fourth industrial revolution, technologies like artificial intelligence, cloud computing, and the Internet of Things (IoT) are forming the backbone of modern businesses.

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

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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