

OUR SECOND SIGNATURE EVENT FOR 2025 – AI IN ITSM



FREE for itSMF UK members to attend, join us at the National Museum of Computing, Bletchley Park, on 26 February 2025, for an event focused on the transformative role of AI in IT Service Management (ITSM).

Industry experts will present on key topics, including AI terminology, practical applications in incident management, and the impact of AI on customer experience and recruitment processes and more. This event offers a unique opportunity to gain insights from leaders in the field and network with other members.

ITSM25: WE NEED YOU AS A SPEAKER



The Call for Speakers is now open for ITSM25 – our annual Conference and Awards – which moves this year to Stadium MK in Milton Keynes on 10-11th November.

Do you have a story to share with other attendees at ITSM25? If so, we'd love to hear from you. You don't have to be a confident speaker; we can help you to prepare your session and support you on the day.

Speakers get to attend the event for free, and anyone who submits a presentation for ITSM25 that does not subsequently make it onto the agenda will be entitled to register for the event at our Super Early Bird rate – so you have nothing to lose!

SEASON'S GREETINGS & OFFICE OPENING HOURS



We want to take a moment to thank our members and partners for your continued support and participation in the itSMF UK community. Your contributions have helped make it a vibrant and valuable resource for those in the IT service management field.

We wish you a happy, healthy and prosperous New Year!

Please note that the itSMF UK office will be closed 25 December – 01 January, returning Thursday 02 January, as the team take a well deserved break with family and friends.

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.