



PROFESSIONAL SERVICE MANAGEMENT AWARDS 2025

YOUNG PROFESSIONAL OF THE YEAR AWARD

This award is presented to an individual under the age of 30 who has demonstrated an outstanding level of achievement, ability and team support in the early years of their ITSM career, and who also promises great potential for future success. Self-nominations will be accepted, as will nominations from peers or partners.

How do I make a nomination?

1. **By 15th June 2025**, [let us know here](#) that you are entering a PSMA25 award nomination. Please include your contact details, organisation, award category, and a brief description of the nomination (100 words max) outlining who you are nominating and why.
2. **By 15th July 2025**, please provide the full written nomination to awards@itsmf.co.uk, covering the following points:
 - Briefly describe the nominee's organisation and the sector in which it operates.
 - Describe the individual's role and responsibilities, and any projects or activities they have been involved in that contributed to the decision to nominate them.
 - How has the nominee demonstrated an outstanding level of achievement, ability, progress or team support and what impact has that had on their team or customers?
 - In what ways have they shown potential for future success?
 - Describe any personal challenges or obstacles the nominee has overcome in achieving their professional goals.
 - If the nominee were to win this award, briefly outline how they would use the platform to help further their own career and inspire other young service management professionals.

Your entry should be between 1500 and 2000 words in length. You are welcome to add images and digital content if they enhance your nomination, and be sure to include headings and captions where appropriate. Make sure you answer each section in turn, and do not miss out on any of the key detail as outlined above. The nomination should be supported by as much evidence as is available. Once you have completed your entry, please re-read the criteria above to make sure you have covered all the points listed.

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Interview and video

From the written submission our judges will select their finalists, who will be notified by **31st August**.

Finalists will then be asked to make a short video which will be shared with ITSM25 attendees in the run-up to the event. The video should be a maximum of **3 minutes** in length, but otherwise you have a free rein. We just ask you to confirm that you are happy to share the content with other members at and after the Conference.

The video is not intended to cover everything in your written entry, but to provide a lively, concise overview of your nomination. Please submit the video by **30th September 2025** via one of the large file services (such as WeTransfer.com) and email awards@itsmf.co.uk to let us know it has been sent.

Finalists may also be asked to attend an **interview with the judging panel** on Zoom or Teams at a mutually convenient time during September. This is an opportunity for the judges to ask any questions about the entry, and for nominees to make any additional points that were difficult to convey in writing at the time of submission.

Winners will be announced at the Awards Ceremony during ITSM25 on **10th November 2025**. Please let us know if you have any questions: awards@itsmf.co.uk

Eligibility, judging and use of content

Eligibility and judging

All itSMF UK members and ITSM professionals are eligible for this award.

Judging will be undertaken by a group of impartial and unbiased industry professionals nominated by itSMF UK. All activities will be overseen by the itSMF UK office. Judges are ineligible to take part in any capacity, as nominator or nominee, in the award category they are judging.

Prize

The winner of the award will receive an inscribed trophy and certificate for display, plus a digital logo that can be displayed online and in email signatures until 1st January 2028.

Licence to use content

By entering for these awards, the proposer and nominees confirm that the written and video content provided is available for itSMF UK to share with members and non-members via its website and online services.