

PSMA25 - CALL FOR NOMINATIONS NOW OPEN!



PSMA25 - the itSMF UK annual award scheme - offers a great opportunity to highlight the achievements of ITSM individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

Nominations are now open for this year's ITSM Team, Service Innovation, Young ITSM Professional, Ashley Hanna Contributor of the Year, and **NEW** Customer Experience awards.

Outline entries must reach us by 15th June, with full written nominations by 15th July. Click [here](#) for full details.

ITSM25 - CHECK OUT THIS YEAR'S AMAZING AGENDA!

The high-level agenda is now available for ITSM25, which takes place at Stadium MK in Milton Keynes on 10-11th November.

With sessions from organisations as diverse as Forrester, ITV, Vodafone, University of Birmingham, Allianz, Irwin Mitchell, Primark, IKEA, Softcat, Direct Line, Nationwide Building Society, Ministry of Defence, Square Enix and Pearson, there's something for everyone!

Take a look at the [programme](#) today and start planning your two days at ITSM25.

ONLINE SM FORUM – SIAM: FUTURE DIRECTIONS

SIAM future directions

5 JUNE

10:00 - 13:00

FREE for itSMF UK Members and Non-Members

BOOK NOW



itsmf UK
www.itsmf.co.uk

Service Integration and Management (SIAM) has seen significant advancements over the past decade.

This SM Forum brings together a distinguished line-up of industry leaders and SIAM practitioners, offering case studies from different sectors and delving into the 2025 SIAM Body of Knowledge (BoK).

With SIAM practices shaping service delivery in many organisations, this event offers a timely and very relevant update.

Taking place 5th June, 10.00-13.00, registration is now [open](#) – FREE for both members and non-members to attend.



JOIN US AT SITS – SERVICE DESK & IT SUPPORT SHOW



If you're planning to attend SITS - Service Desk & IT Support Show on 14-15 May at ExCeL London, be sure to visit the itSMF UK team at stand 114.

For more information and to book your free ticket, visit www.servicedeskshow.com and use priority code SIT120 when booking.

UPCOMING MEMBER MEET-UP & COP EVENTS



We're delighted to announce five upcoming events:

- [07 May - Inspiring the next generation into Service Management](#)
- [22 May – Armed Forces COP: ITSM within Defence industry](#)
- [23 May – Women in ITSM CoP – Speed Networking & Hot Topics in Service Management](#)
- [10 June – Availability Management: Lunch & Learn](#)
- [13 June - From Superstition to Strategy: Risk Management on Friday the 13th: Lunch & Learn](#)

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

ITSM24 PRESENTATIONS ADDED TO ON-DEMAND LIBRARY!



Having increased our range of online events over the last few years, we now have a wide selection of recorded content available for on-demand viewing.

As well as the webinar, member meet-up, and SM Forum event recordings, we're pleased to announce the addition of all ITSM24 conference speaker presentations - taking us close to 500 hours of content available to itSMF UK members!

Click [here](#) and sign in to the member area to see the list of content available - and then click on the recording title to view

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.