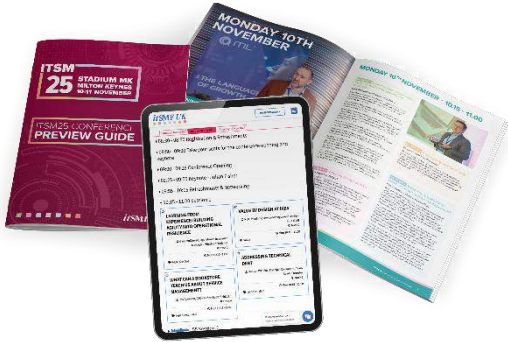


ITSM25: VIEW THE PREVIEW GUIDE AND ONLINE SCHEDULER



The detailed agenda is now available for [ITSM25](#), our annual Conference, which takes place at Stadium MK in Milton Keynes on 10-11th November.

Browse the conference sessions in our PDF preview guide and then build your personal agenda in the online scheduler! There's so much to choose from on the agenda this year, but we hope the new schedule-builder helps you to create your ideal programme at ITSM25.

And remember, the sessions that you miss on the day will be available as recordings, so you can catch up after the event.

ITSM25: 10 REASONS TO ENJOY OUR SUMMER SIZZLER PRICING



This year's conference line-up is probably our best ever. Our packed agenda includes speakers from organisations including Forrester, ITV, Vodafone, University of Birmingham, STEMCELL Technologies, IPO, Allianz, Livestock Information, Wm Morrison, Irwin Mitchell, Primark, Kings College London, IKEA, Softcat, Direct Line, Nationwide Building Society, Ministry of Defence, Square Enix, Pearson - and many more.

That's just one reason to book your place today and take advantage of a **£140 discount** on a full two-day pass as part of our Summer Sizzler promotion! To discover nine others, check out [Ten reasons to attend ITSM25](#).

A YEAR OF MENTORING AT ITSMF UK



A happy birthday to our mentorship programme!

It's been a year since we launched the pilot for the scheme and we're delighted with the progress to date. To find out what we've been up to - and why you should consider applying to be a mentee - take a look at the [new blog](#) by programme leader Caroline Wyatt.

The scheme, which is available to members for FREE, encourages and supports mentees to identify their key goals and objectives, and align them with standard industry roles. We then aim to match the mentee with a mentor who has the appropriate skills, knowledge and experience to aid and drive their personal development.

We have a great panel of mentors ready to support new mentees. You can find out more about them on the [mentorship page](#). Why not give it a go?



THINKING ABOUT CONDUCTING AN ITSM MATURITY ASSESSMENT?



itSMF UK is pleased to be able to offer organisations an ITSM maturity assessment service based on the PeopleCert ITIL Maturity Model platform! By providing this service we are able to help organisations understand clearly where they need to focus in improving their overall level of maturity.

To gain insights into the assessment experiences of organisations such as BT, Bupa, the Salvation Army, Vodafone, and the University of Birmingham, please click [here](#).

BLOG: SHOULD WE INCLUDE UX/UI IN IT SERVICE DESIGN?



In this insightful blog, Chevonne Hobbs explores how integrating user experience and interface design into service design can elevate IT services from functional to truly user-centric.

Discover how embracing this convergence can lead to more intuitive, engaging, and effective service delivery—reshaping the future of ITSM.

Stay ahead in the ITSM industry as we explore the latest trends in our monthly [blog posts](#)!

UPCOMING MASTERCLASS EVENTS



Our expert-led [Masterclasses](#) are designed to equip you with the tools, insights, and strategies to thrive in today's fast-paced digital world. Upcoming topics include:

- IT Asset Management
- Enterprise Service Management
- Change & Release Management
- Major Incident Management
- Digital Operating Models
- Demonstrating the Value of IT

Delivered over 1 day, or two half days, masterclasses are available exclusively to members, priced at £295 + VAT per attendee.

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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