

PSMA25 FINALISTS ANNOUNCED



We're delighted to announce the names of the [finalists](#) for this year's Service Innovation, Customer Experience, Team, Young Professional and Ashley Hanna Contributor of the Year awards.

Drawn from the numerous nominations submitted earlier this year, our judges have short-listed the teams and individuals who demonstrated the highest level of achievement and commitment.

Organisations in this year's short-list include Aviva, BT, Capital One, Coventry Building Society, Irwin Mitchell, Leeds Building Society, Manchester Metropolitan University, Ministry of Justice, Serco, and Vodafone.

NEW MASTERCLASS EVENTS EXCLUSIVELY FOR ITSMF MEMBERS



Created and facilitated by industry experts providing real-world guidance and advice, each interactive online masterclass takes a fresh approach to the challenges faced by today's practitioners.

Below you'll find details of three NEW masterclass events scheduled before the end of the year; just click on each title for a detailed event outline, timings and delivery platform information etc.

- [Cultural Change](#) - 20 November (Online, Zoom)
- [Kanban for ITSM](#) - 25 November (Online, Zoom)
- [Configuration Management](#) - 26 November (Online, MS Teams)

LAST "INTRODUCTION TO ITSM" PROGRAMME OF 2025



While most of our member events are aimed at professionals with at least some experience of service management, we are aware that many member organisations are looking to develop talent through apprentice/graduate schemes as well as those reskilling - or as an alternative to certified training in 'high turnover' environments.

Open to itSMF UK members only, our two-part [Introduction to ITSM](#) programme explains how all the core processes and practices fit together and then provides an opportunity for the theory learned during the session to be applied in a realistic educational and fun business simulation.

Priced at £99 + VAT per delegate per event, register today for our last programme of 2025 taking place 23-24 October.



SERVICE MANAGEMENT: ATTRACTING THE NEXT GENERATION!

Service Management: One of the fastest-growing careers you've never heard of

22 OCTOBER
15:00 - 18:00

FREE for itSMF UK members and non-members

BOOK NOW



itSMF UK
www.itsmf.co.uk

Venue: Newman Room, Oxford, OX1 1RD

Help us inspire the next generation of service management professionals - we need your support! We're inviting school leavers and young adults to explore exciting career paths in Service Management with us on the [22 October](#) at the University of Oxford.

Attendees will hear from industry leaders, get a behind-the-scenes look at a day in the life of young professionals, and connect with top employers offering real opportunities and essential skills.

Please share this event with your networks, schools, and youth groups — and help us show why Service Management could be the career they didn't know they were looking for.

NEW BLOG PUBLISHED



Thinking of transformation? Richard Horton's latest blog "[Moving house: some notes for service managers](#)" draws parallels between eco-retrofitting a 1930s house and managing service transformation. From certification challenges to agile vs waterfall approaches, it's a compelling read for service managers navigating change.

Discover how attention to detail, collaboration, and adaptability can lead to groundbreaking outcomes—even when the boiler's condemned on day one!

UPCOMING MEMBER EVENTS



Below you'll find details of four upcoming member events, available exclusively to itSMF UK members before the end of the year for free.

- [Glasgow Member Meet-up – Agentic AI in Action](#)
- [Online Lunch & Learn Event – Service Transition](#)
- [Women in ITSM – Don't let the voice in your head hold you back](#)
- [Service Design CoP – The Benefits of Early Engagement for Service Design](#)

Plus, for all on online events, join on the day and engage through the Q&A or catch up on demand via the [event recordings](#) 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



Registered address: Service Management Association Ltd (trading style ITSMF UK), Ground Floor South, Burford House, Leppington, Bracknell, Berkshire, RG12 7WW, UK. Company Registration Number: 2661244, England & Wales.

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