

CHALLENGE CUP 2025 – THE WINNER IS...



We'd like to thank all the teams for taking the time to participate in our [itSMF UK Challenge Cup competition](#) – we've had a brilliant time facilitating the heats and have been delighted with the feedback received.

Alongside the learning experience, there was of course a competitive element and we're delighted to announce the organisation with the top score, and winner of the 2025 Challenge Cup, is:

VOIS

A NEW MEMBER OF THE OPERATIONS TEAM!



We are delighted to welcome a new member of the team, with [Maria Bellon Berlanga](#) joining this month as Event Administrator.

Maria will work closely with Mark Lillycrop and Laura Goss to ensure the smooth delivery of our ever increasing event schedule moving forward.

Graham McDonald, itSMF UK General Manager commented: "I'm thrilled to have Maria join our small but mighty team. With her support, our Member Engagement Managers, Andrea Dell and Gail Knight, will have even more time to connect with and grow our ever expanding member community. Looking forward to the great things we'll all achieve together!"

LATEST EDITION OF SERVICETALK AVAILABLE NOW



Check out the latest issue of our member magazine, with articles on service design, a day in the life of a service architect, re-thinking service management job titles, digital products and services, plus much more.

The digital edition is now available to download, packed with news, views, and event information.

To view this edition, as well as our magazine archives, please visit our [ServiceTalk page](#).



NEW FACES ON THE BOARD



Following the recent member election, we are pleased to announce that two new members have joined the Board: [Dave Gordon and Chris Kingsbury](#).

itSMF UK Chair Claire Drake said she was delighted to welcome Dave and Chris to the Board, with all the knowledge and experience that they bring to the organisation. She also expressed her sincere gratitude to Rosh Hosany and Nathan McDonald, who are stepping down after an impressive eight years on the Board.

2026 EVENTS NOW BEING ADDED TO EVENT CALENDAR



A lot of work goes into our event schedule each year – all with the objective of sharing best practice and creating opportunities for networking with other members and thought leaders.

Planning for 2026 is well and truly underway and we're now starting to add events to the [website](#). As always, if there is a particular topic you would like us to cover please do let us know and we'll do our best to accommodate.

Many of these events wouldn't be possible without the amazing support of our volunteer group chairs and event facilitators - a big thank you to them all!

SERVICE DESIGN AND TRANSITION COP – THE BENEFITS OF EARLY ENGAGEMENT FOR SERVICE DESIGN



Last year, DWP transformed its approach by shifting Service Design left—engaging earlier with delivery teams and embracing ITIL 4 principles of value co-creation and integrated practices.

The result?

- Fewer surprises
- Smoother transitions
- Services that meet business and customer needs

Join this online [event](#) on the 03 December (12:00-13:00) to learn how they did it and what you can apply in your own organisation.

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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