

### ITSM26: CALL FOR SPEAKERS NOW OPEN!



The Call for Speakers is now open for ITSM26, the itSMF UK Annual Conference and Awards on 9-10 November 2026 in Milton Keynes.

Whether you have something to say about topics such as agile, digital transformation, enhancing the customer experience, incident or problem management, sustainable ITSM, agentic AI, or mental health in the workplace, ITSM26 is for you.

You don't have to be a confident speaker; we can help you to prepare your session and support you on the day - just [send us your synopsis](#) by **28 February**.

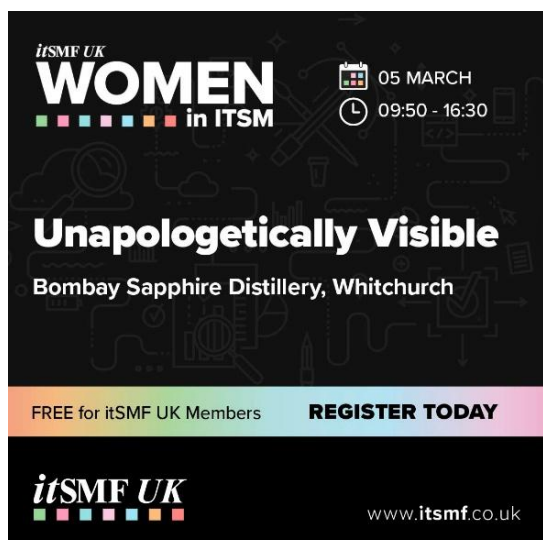
### STRENGTHENING ITSM AGAINST MODERN THREATS



FREE for itSMF UK members, [book](#) your place today and join us at the National Museum of Computing, Bletchley Park, on 26 February, for an event focused on strengthening ITSM professionals against modern cyber threats.

This event explores the growing connection between cyber resilience and service management, highlighting how organisations can better anticipate, prepare for and respond to today's evolving threat landscape. Speakers from a wide range of industries will share practical insights on incident response, organisational readiness, governance, and embedding cyber considerations into everyday ITSM practice.

### JOIN US AS WE CELEBRATE INTERNATIONAL WOMEN'S DAY



FREE for members, join the itSMF UK Women in ITSM Community for Unapologetically Visible, a powerful, in-person event on 5 March at the Bombay Sapphire Distillery in Whitchurch, Hants.

- Invisible No More: The Hidden Patterns of Neurodivergent Women at Work – **Sarah Morgan, Luceat Coaching**
- Personal Branding: From Expertise to Influence – **Sue Carey, My Brighter Life**
- Beyond the Glass Ceiling: Leading IT in a Male-Dominated World – **Amie Smith, Formula 1**
- You Don't Look Like You Work in IT: Micro-biases and Their Impact – **Chelcie West, Premier League Football Club**
- Leadership: Holding Your Nerve Through Change – **Valerie Wilson, BT**

[Book](#) your place today and be part of a day filled with inspiring talks!



## WEBINAR – ITIL IN 2026 AND BEYOND

### ITIL in 2026 and beyond

4 FEBRUARY  
12:00 - 13:00

FREE for itSMF UK  
members

[BOOK NOW](#)



**itSMF UK**

We are delighted to welcome back Roman Zhuravlev, Senior ITIL Architect at PeopleCert, for our first webinar of 2026.

During this [lunchtime session](#) on 4 February, Roman will share an update on the future direction of ITIL in 2026 and beyond. He will explore how the framework is evolving to meet the needs of today's digital-first and AI-enabled environment, ensuring it remains relevant, practical, and forward-looking.

Roman will also highlight how ITIL is being strengthened to provide a fully holistic, end-to-end operating model that reflects the way modern professionals and organisations collaborate, innovate, and co-create value both now and in the years ahead.

## “INTRODUCTION TO ITSM” 2026 EVENT SCHEDULE



While most of our 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, and priced at £99 + VAT per delegate per event, 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 business simulation.

## EVENT RECORDINGS: HEALTH & WELLBEING AT WORK

### Health & Wellbeing at Work

29 JANUARY  
10:00 - 13:00

FREE for itSMF UK members  
and non-members

[BOOK NOW](#)



**itSMF UK**

Kicking off our programme of ['signature events'](#) for 2026, on the 29 January we were delighted to host an empowering online event dedicated to health and wellbeing at work.

Our expert speakers provided insights that will help navigate the challenges of modern work life and improve your overall wellbeing.

If you missed the event, recordings of the four speaker sessions are now available on our [YouTube channel](#).

[www.itsmf.co.uk](http://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](mailto: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.

ITSMF UK is an independent, not-for-profit membership body dedicated to the development and promotion of best practice in IT Service Management.