

### ITIL Performance Benchmarking: take part in the survey!



As part of the launch of PeopleCert's ITIL Performance Benchmarking Model, we're inviting itSMF UK members to take part in a survey to help establish industry benchmarks for digital technology management.

In return, participants will receive the full benchmarking report (Q2) that will provide insight into how your organisation compares with industry peers across key strategic focus areas.

- [Further info on the PBM](#)
- [Take part in the survey](#)

### Book your Early Bird place at ITSM26



The Call for Speakers for ITSM26 has now closed and we're busy reviewing the submissions for the agenda.

Our flagship event in Milton Keynes in November offers more than 50 educational sessions over two days, with speakers drawn from across the service management community and excellent opportunities to network with your peers.

If you're planning to attend as a delegate, now is the time to book your place at our Early Bird rate.

[Check out the details on the website.](#)

### AI in ITSM: ready or not, it's here!



AI is already beginning to reshape how IT service teams operate; from automation and diagnostics to knowledge management, incident resolution, and customer experience. The real question for service organisations isn't whether AI is coming, but whether we're ready for it.

In this Lunch & Learn, Val Wilson will share practical insights on what readiness for AI in ITSM actually looks like: the foundations that teams need, the mindset shifts required, and the steps individuals and service organisations can start taking now to position themselves for the future.

[Book your free place.](#)

