

PSMA26 – CALL FOR NOMINATIONS NOW OPEN!



PSMA26 - the itSMF UK annual award scheme - offers a great opportunity to highlight the achievements of IT service management individuals and teams, whose skills, commitment and imagination have marked them out for special recognition.

Nominations are now open for this year's ITSM Team, Service Innovation, Young ITSM Professional, Contributor of the Year, Customer Experience and NEW ITIL Project of the Year awards.

Brief details of the nomination must be [submitted](#) by 15th May, with the full written entry reaching us by 30th June.

ADVANCE YOUR CAREER WITH EXPERT MENTORSHIP



Whether you're an experienced service management professional or a relative newcomer, working with a mentor is an extremely effective way to help develop the skills you need and reflect on your next career direction.

FREE to members, the itSMF UK Mentorship Programme 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.

Further information about the programme can be found [here](#).

UPCOMING WEBINARS



Below you'll find details of three upcoming webinars, available exclusively to itSMF UK members for **FREE**. These events provide real-world guidance and practical advice - with the objective of developing new skills and sharing experiences with members.

19 May [The Experience Distortion of IT Service Management](#)

02 June [The New ITIL for AI Governance: How to adopt AI without losing control](#)

09 July [From IT support to enterprise nerve centre: ESM is the CIO's AI-era edge](#)

Join them on the day and engage through the Q&A - or catch up on-demand via the [Event Recordings](#) page in the Member Area!



ITSM TOOLING CASE STUDY DAY



Choosing the right tool for your organisation is a complex and time-consuming process. Product specs and demos only tell half the story; tool selection is more about building a successful partnership with your chosen vendor, and working together to build real value.

In [ITSM Tooling Uncovered](#), there are absolutely no vendors and no product pitches. All sessions are delivered by member organisations sharing share real-world, practical insights into how they selected, implemented, and optimised their ITSM tools – without sales influence or promotional agendas.

ARMED FORCES COP GETS A MAKEOVER



Our popular Armed Forces Community of Practice (CoP) has been renamed to reflect a broader remit. The CoP was originally established to recognise the transferable skills that individuals with a military background bring to our industry - and aimed to promote IT Service Management as a potential career path.

To extend our reach and impact, we have broadened the focus of to include those who are involved in, or have an interest in, Defence-related IT Service Management. To reflect this wider scope, the community will now be known as the [Defence Community of Practice](#).

NEW SERVICENOW & BMC HELIX SIMULATION EVENTS



Below you'll find details of two **NEW** business simulation events, available **FREE** and exclusive to itSMF UK members.

- 28 April** [The ServiceNow Strategy Simulation: Orchestrating Outcomes for your Enterprise](#)
- 30 April** [The BMC Helix Capability Experience: Accelerating Value for ServiceOps](#)

Facilitated by our delivery partner SXP, these simulations immerse you in complex enterprise environments. Exploring both an e-commerce business model and an airline operation, they bring to life the challenges and opportunities faced by organisations using leading service management platforms.

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.

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