

ITSM26: CHECK OUT THIS YEAR'S AMAZING AGENDA!

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The high-level agenda is now available for [ITSM26](#), our annual Conference which takes place at Stadium MK in Milton Keynes on 9-10th November.

With sessions from organisations as diverse as ITV, VOIS (Vodafone), University of Birmingham, Irwin Mitchell, Barclays Bank, Aegon, The Salvation Army, Kings College London, Ministry of Defence, Square Enix, IPO, Legal & General, Dept for Transport, Pearson, BT, Digital Health & Care Wales and Capital One, there's something for everyone in our four-track line-up of speakers.

Take a look at the programme today and start planning your two days at ITSM26!

SERVICETALK: LATEST ISSUE NOW AVAILABLE



Discover the latest thinking shaping the future of service management in [serviceTALK Issue 15](#) - your essential read for insight, innovation, and inspiration. This edition brings together expert perspectives from across the industry, exploring emerging trends, practical frameworks, and real-world stories helping organisations evolve and thrive.

From digital transformation and AI-driven service delivery to guidance on leadership, culture, and value creation, Issue 15 equips you to stay ahead in a rapidly changing landscape. Connect with the itSMF UK community and gain fresh perspectives to drive meaningful impact in your organisation.

XLA26 - TURNING EXPERIENCE INTO VALUE



FREE for itSMF UK members, this [Signature Event](#) offers real-world insight, honest reflection, and forward-thinking approaches to experience management. It moves beyond theory to show how organisations are redefining success, shifting from traditional metrics to focus on real experiences of employees and customers.

Through engaging discussions, attendees will gain a clearer understanding of how experience-led thinking is transforming service delivery and driving meaningful business impact.

The [XLA26](#) agenda highlights how to make experience measurable and actionable, with a strong focus on business process insight to better understand customer journeys, improve visibility, and enable faster, more effective decision-making.

WHAT DO YOU THINK ABOUT ISO/IEC 20000?



It's no secret that take-up of ISO/IEC 20000 is relatively low in this part of the world. The BSI service management committee, IST/60/2, would like to hear your views about the standard, your experiences with certification, and the barriers to wider adoption across the industry.

Please follow the [link](#) to complete the survey.

There are 18 questions altogether - just skip any that are not relevant to you. All respondents will receive a summary of the survey results in due course. Thank you!

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.

Delivered over 1 day, or two half days, masterclasses are available exclusively to members only, priced at £295 + VAT per attendee.

[Pragmatic Continual Improvement, 18 June](#)

[Problem Management, 26 June](#)

[Major Incident Management, 06 July](#)

[Re-imagining the CAB, 07-08 July](#)

[Service Catalogue – 14 July](#)

TAKE A LOOK AT OUR LATEST BLOGS



The itSMF UK blog provides a range of insightful content about service management topics of every kind. Below are four recent posts; why not give them a go?

[AI governance does not start with AI](#)

[The biggest barrier to CSI... is ITIL v3](#)

[From classification to capability \(part 1\): building enterprise service tiering](#)

[From friction to trust: aligning Power Platform innovation with ITSM](#)

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