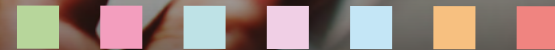


ITSMF UK MEMBERSHIP BENEFITS



itSMF UK Membership Benefits

itSMF UK is the country's leading membership association for service management professionals – with members ranging from individual service management practitioners to large multinational organisations.

We have spent the last three decades helping ITSM professionals to be better and to do better, by sharing best practice, creating opportunities for networking with other members and thought leaders, and providing a range of other membership services all at the heart of the service management community.

This leaflet outlines our main membership offerings. For further information, please visit itsmf.co.uk or call our office on 0118 918 6500.

itSMF UK
Ground Floor South, Burford House
Leppington, Bracknell
Berkshire RG12 7WW

Tel: +44(0)118 918 6500

Email: membership@itsmf.co.uk



itsMF UK

Complimentary Benefits

Professional Service Management Framework (PSMF)

PSMF is an itSMF-developed competency model, freely available to members, which supports service management as a profession. The framework itself is made up of 42 competency areas, with descriptors at professional and associate levels to help define the knowledge and skills needed for specific service management roles, and an underlying learning and development layer to assist in identifying the right course or resource.

The framework is supported by PSMF Global, a unique competency management platform with real-time capture of endorsements and credits. PSMF Global is a great way for individuals to have their broad skills (communications, leadership, business and organisational) recognised and rewarded, regardless of formal qualifications, and for employers to gain a clear picture of where essential competencies need to be further developed.



PROFESSIONAL SERVICE MANAGEMENT FRAMEWORK



Professional Service Management Awards (PSMA)

PSMA provides an opportunity to highlight the achievements of the ITSM industry's leading lights, those whose dedication, commitment and imagination deserve to be celebrated. The call for PSMA nominations takes place early in the year and judging takes place during the spring and summer, resulting in a published short-list. The winners themselves are announced at the special awards presentation during Conference in November. Around ten awards are presented in categories such as service transformation project, team and young professional of the year, recognising the very best that the ITSM industry has to offer.



Complimentary Benefits (Continued)



Leadership Council

The itSMF UK Leadership Council is an initiative to bring together senior service management professionals from our member organisations, to discuss issues of common concern and help develop strategic guidance for the service management community. Over time we see the Council developing into a powerful platform for leading and influencing the direction of our industry.



ITSM Content, Webinars and Blogs

One of the most valuable features of itSMF membership is our broad range of dedicated service management content. Our regularly updated blog and broad selection of webinars (live and on-demand) help members to stay up to date with the latest industry thinking. In addition you can access all recent issues of our ServiceTalk magazine, popular ITSM pocket guides, and extensive library of white papers and case studies.

Service Management Forums

ITSM is developing at a relentless pace, and keeping track of new methodologies and solutions is no mean feat. Our Service Management Forums provide the information, contacts, and insight to help you identify the tools and best practices you need, all under one roof.

Each event will focus on a particular area of service development – with presentations from key industry leaders and service providers.



Member Meet-ups and Communities of Practice

Our member networking events take place throughout the regions – normally face to face, but online for the duration of the pandemic restrictions. These events provide a great opportunity to link up with other professionals to discuss burning service management issues in a relaxed environment, and all Member Meet-ups are open to ALL members, wherever you are based.

Our new Communities of Practice allow like-minded members to meet up to share their experiences and develop new ITSM guidance – a great way to tackle challenging service management themes.



Discounted Benefits

ITSM Conference and Exhibition

Our two-day Conference and Exhibition takes place annually and comprises traditional presentations, workshops, and interactive sessions. Covering a wide variety of topics across the service management spectrum, the event helps delegates to gain practical advice and tips to succeed both now and in the future; gather new information on service management topics, trends, and best practices; build a network of peers and resources; collaborate on ideas; and discuss mutual challenges. A focussed industry exhibition runs alongside the educational content, offering an unparalleled opportunity to stay up to date with tech directions.



Masterclasses

Our masterclasses take a fresh approach to the challenges faced by today's ITSM practitioners. They are created and facilitated by experienced facilitators from within the industry, providing real-world guidance and practical advice. In recent months we have supplemented our core programme (service catalogue, major incident management, problem management, change and release, and CSI) with a host of new subjects to reflect the changing ITSM landscape. Many of our public masterclasses can also be run as dedicated events for your organisation – please contact us to discuss your requirements or check out the website for the latest schedule of dates.



Bookshop

As well as special prices on events, itSMF members benefit from great discounts on ITSM-related books (print, e-book and subscription) and other online information resources such as the ITIL practices. You can browse the bookshop on our website for the latest titles, or contact the publications team in the office for further guidance and information.



Managing Professional Development

For organisations looking to improve their service management professional development, we have two options based on our Professional Service Management Framework – PSMF Verified Partners and Ambassadors. Verified Partners have access to a range of tools that allow them to manage their ITSM staff competencies and award their staff with credits and digital badges. Ambassadors go one step further: following a light-touch assessment from itSMF UK of the processes used within their organisation to develop their ITSM team, they can gain a special validation of their status as true centres of professional service excellence.

