

itSMF UK celebrates 21 years of service management knowledge and vision at ITSM12

Submitted by: C8 Consulting

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London, UK – 20th July 2012 – itSMF UK, the UK's largest service management user group, today announced an impressive agenda and speaker line up for its biggest and best conference yet – ITSM12. The 2012 conference will take place on 5th and 6th November at the Novotel London West.

This year's keynote, Simon Wardley, one of the UK's top 50 most influential people in IT (voted by Computer Weekly readers) will focus on IT strategy and new technologies. A visionary speaker, Simon has spent the last 15 years defining future directions for companies in the FMCG, retail and IT industries.

The itSMF UK Conference and Exhibition is the annual event for IT Service Management professionals, offering education and networking opportunities along with the highly popular Service Management Awards dinner. Over 50 educational workshops are scheduled, including presentations from all the itSMF's special interest groups, an entire series of sessions dedicated to problem management, and experience-based talks from user organisations including Tesco Bank, The Co-Operative Bank, Oxford University and Everything Everywhere. The popular interactive plenary session will also be returning this year, allowing the audience to vote on discussion topics via interactive keypads.

Alongside the conference, the ever-popular industry exhibition includes all the industry's leading tool vendors, product suppliers and consultancies – an excellent opportunity to catch up with over 40 organisations in one place.

Ben Clacy, Chief Executive, itSMF UK commented: "This year's conference is set to be our biggest ever. We're pulling out all the stops for our 21st birthday and we are planning to make this an event to remember. We have a really packed two days and so many excellent speakers, delegates really will be spoilt for choice – the only problem will be fitting it all in!"

The Service Management Awards will follow the conference on the Monday night, recognising the outstanding achievements and significant contributions of Service Management professionals, teams, contributors, trainers and students. Details of all this year's award categories are available at www.itsmf.co.uk/Awards2012.

Colin Rudd, Chairman of itSMF UK, commented: "This year's conference marks my first anniversary at the helm of the organisation. I'm really looking forward to helping the itSMF UK to celebrate its 21st birthday at the conference, a significant milestone in our history."

For more information on the itSMF UK 2012 Conference, please visit www.itsmf.co.uk/Conference2012, contact fiona@c8consulting.co.uk or call 0118 900 1134.

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About the itSMF UK

Established over 20 years ago, the itSMF UK boasts over 12,000 members, 60 percent of which are from FTSE 100 companies spanning all vertical markets in the UK. The itSMF UK's raison d'être is to help organisations and individuals deliver operational efficiency, service improvement and best practice in IT

Service Management. The itSMF UK connects IT professionals with appropriate knowledge, networks and training programmes to help them better understand complex evolving IT infrastructures. Through the itSMF members can gain and learn from the experience of thousands of their IT peers. itSMF UK members are entitled to significant discounts on the latest ITSM publications and events, including seminars and an industry-leading Annual Conference, plus free attendance at Regional meetings and Special Interest Groups (SIGs). To find out more please go to www.itsmf.co.uk or call 0118 918 6500.