

# itSMF UK invites Nominations for Service Management Awards

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Renowned After-Dinner Speaker Dave Gunson Announced as Host for the itSMF UK 2012 Conference Awards Ceremony

London, UK – 14th August 2012 – The IT Service Management Forum (itSMF UK), the UK's largest service management user group, today invited nominations for its 2012 Service Management Awards. Nominations for these prestigious awards are welcome in a variety of categories and winners will be announced at the Awards Dinner on 5th November, held during the itSMF UK Annual Conference at the Novotel London West in Hammersmith.

The awards are a great opportunity to highlight the achievements of service management individuals and teams whose skills, commitment and imagination have marked them out for special recognition.

This year's categories include:

- Service Management Project of the Year
- Service Innovation of the Year
- Service Management Team/Team Leader of the Year
- Submission of the Year
- Contributor of the Year
- Trainer of the Year
- Student of the Year (ITIL and ISO/IEC 20000)
- The Paul Rappaport Award for Outstanding Contribution to IT Service Management.

Ben Clacy, Chief Executive, itSMF UK commented: "We've revised the awards categories this year and we're really looking forward to hearing about the dedication and ingenuity of those in service management that these nominations always highlight. There are some amazing projects out there and the awards are a great way to recognise these achievements and celebrate with your peers."

The Awards Dinner will be hosted by ex-air-traffic controller Dave Gunson, one of the UK's funniest after-dinner speakers, well known for his talk and legendary CD 'What goes up must come down'. Dave flew Shackletons in RAF Coastal Command for twelve years before becoming an air-traffic controller, a role in which he used to say, "My aim is to stick at it until I get it right!" The winner of the Benedictine After-Dinner Speaker of the Year Award, he brought the house down at itSMF UK's first conference 21 years ago and is expected to do the same again this year.

Now in its 21st year, the itSMF UK Conference and Exhibition is the annual event for IT Service Management professionals. This year's highlights include over 50 educational workshops, presentations from all the itSMF UK'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.

For more information about the awards, visit [www.itsmf.co.uk/Awards2012](http://www.itsmf.co.uk/Awards2012)

For more information on the itSMF UK 2012 Conference, please contact [communications@itsmf.co.uk](mailto:communications@itsmf.co.uk) or call 0118 918 6500.

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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 organisation 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](http://www.itsmf.co.uk) or call 0118 918 6500.

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