

# itSMF UK's 21st Conference and Service Management Awards a resounding success

Submitted by: itSMF UK

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Attendees at ITSM12, itSMF UK's 21st anniversary conference, have declared the event a resounding success, with around 900 delegates, speakers, sponsors and exhibitors gathering at the Novotel London West in Hammersmith for two days of exceptional service management presentations and networking.

"It was our third year running in London," said Chief Executive Ben Clacy, "And we were extremely pleased with the feedback from attendees, many of whom had travelled from chapters overseas to take part in the event. There was a real focus on practical issues from service management practitioners, and an opportunity to hear from all our special interest groups."

IT visionary Simon Wardley opened the programme on the Monday morning, giving the delegates plenty of food for thought. From there the conference divided into six break-out streams, offering attendees the opportunity to concentrate on service management case studies, core ITSM issues, interactive sessions, people issues and CPD, member showcase sessions, or future directions.

One now-regular feature on the programme was an interactive plenary discussion, with the audience voting on the burning issues of the day debated by panellists Ken Goff, Theresa Wright, Jane Humphries, and Don Page. This was followed by presentations from this year's Project of the Year award finalists, Avis Budget Group, the Cooperative Banking Group and Vodafone.

"The Conference provided an excellent opportunity to discuss the challenges and concerns facing our members," said itSMF UK Chairman Colin Rudd, "as so many organisations are trying to provide an improved service with more limited resources. The real value of Conference lies in finding out how other members are tackling similar challenges."

"We're very grateful to the 50+ sponsors and exhibitors who supported the Conference, particularly our platinum sponsors ServiceNow and Devoteam," said Clacy, "without whom the event simply would not be possible."

itSMF UK will be moving its annual gathering to the West Midlands next year. ITSM13 takes place at the International Convention Centre in Birmingham on 4th and 5th November 2013.

## Industry awards

As usual this year, the Conference hosted itSMF UK's annual Service Management Awards, highlighting the achievements of the industry's leading lights and inspirational teams and individuals. Hosted by the hilarious after-dinner speaker David Gunson, the list of finalists and winners provided a roll-call of service management excellence. This year's winners were as follows:

Paul Rappaport Award for Outstanding Contribution to IT Service Management  
Mark Hall, HMRC

Service Management Project of the Year (sponsored by Marval)  
The Co-operative Banking Group

Contributor of the Year  
Steve Straker, Fujitsu Services

Service Innovation of the Year  
Stockport Council

Service Management Team of the Year  
HM Land Registry

Submission of the Year  
Ian Macdonald, The Co-operative Banking Group

Trainer of the Year  
Duncan Anderson, Global Knowledge

Student of the Year - ITIL  
Peter Mullett, Identity and Passport Service

Student of the Year - ISO/IEC 20000  
David Lucas, BT

“We’re delighted to recognise the achievements of our winners and finalists who have shown such a high level of dedication, innovation and commitment,” said Colin Rudd.

For further information regarding the ITSM12 conference and service management awards, please contact [mark.lillycrop@itsmf.co.uk](mailto:mark.lillycrop@itsmf.co.uk) or phone 0118 918 6520.

About the itSMF UK

The itSMF is an independent, not-for-profit organisation dedicated to the development and promotion of best practice in IT Service Management. It is wholly owned, and principally run, by its members. The itSMF movement has 70,000 members worldwide, 10,000 of whom belong to the UK chapter. Contact us at [www.itsmf.co.uk](http://www.itsmf.co.uk)