



## PROFESSIONAL SERVICE MANAGEMENT AWARDS 2025

### TEAM OF THE YEAR AWARD

Awarded to the members of a team who have supported their customers in providing inspirational service delivery and significant business benefit. They will have successfully built trusted relationships with the business to co-create value or adapted their ways of working to support business innovation while simultaneously improving the maturity of service management within their organisation. Self-nominations or nominations by peers or managers will be accepted.

### How do I make a nomination?

- **By 15<sup>th</sup> June 2025**, [let us know here](#) that you are entering a PSMA25 award nomination. Please include your contact details, organisation, award category, and a brief description of the nomination (100 words max) outlining who you are nominating and why.
- **By 15<sup>th</sup> July 2025**, please provide the full written nomination to [awards@itsmf.co.uk](mailto:awards@itsmf.co.uk), covering the following points:
  - Briefly describe your business and the sector in which it operates.
  - Outline **why this team should be recognised** in the Professional Service Management Awards, summarising the scope and scale of the team's role and responsibility.
  - **Explain the achievement** for which the team is being nominated, **how they met their objectives**, the **challenges they faced** in meeting those objectives, and what they learned along the way.
  - Describe any ways in which the team have **enhanced service management professionalism** within their organisation and how the group have supported each other and those outside the team.
  - Explain how the team have provided **inspirational service delivery** and outline the resulting business benefits.
  - Describe any steps taken by the team to build trusted relationships and **co-create value** with the business.

Your entry should be a maximum of 2000 words in length. You are welcome to add images and digital content if they enhance your nomination. Think about including details of any underlying frameworks or baseline figures that support your entry – they will make it much easier for the judges to evaluate your achievements – and be sure to include headings and captions where appropriate. Make sure you answer each section in turn, and do not miss out on any of the key detail as outlined above. The nomination should tell a story and be supported by as much evidence as is available.



**Once you have completed your entry, please re-read the criteria above to make sure you have covered all the points listed.**

## **Interview and video**

From the written submission our judges will select their finalists, who will be notified by **31<sup>st</sup> August**.

Finalists will then be asked to make a short video which will be shared with ITSM25 attendees in the run-up to the event. The video should be a maximum of **3 minutes** in length, but otherwise you have a free rein. We just ask you to confirm that you are happy to share the content with other members at and after the Conference.

The video is not intended to cover everything in your written entry, but to provide a lively, concise overview of your nomination. Please submit the video by **30<sup>th</sup> September 2025** via one of the large file services (such as WeTransfer.com) and email [awards@itsmf.co.uk](mailto:awards@itsmf.co.uk) to let us know it has been sent.

Finalists may also be asked to attend an **interview with the judging panel** on Zoom or Teams at a mutually convenient time during September. This is an opportunity for the judges to ask any questions about the entry, and for nominees to make any additional points that were difficult to convey in writing at the time of submission.

Winners will be announced at the Awards Ceremony during ITSM25 on **10<sup>th</sup> November 2025**. Please let us know if you have any questions: [awards@itsmf.co.uk](mailto:awards@itsmf.co.uk)

## **Eligibility, judging and use of content**

### **Eligibility and judging**

All itSMF UK member organisations and ITSM professionals are eligible for this award.

Judging will be undertaken by a group of impartial and unbiased industry professionals nominated by itSMF UK. All activities will be overseen by the itSMF UK office. Judges are ineligible to take part in any capacity, as nominator or nominee, in the award category they are judging.

### **Prize**

The winner of the award will receive an inscribed trophy and certificate for display, plus a digital logo that can be displayed online and in email signatures until 1st January 2028.

### **Licence to use content**

By entering for these awards, the proposer and nominees confirm that the written and video content provided is available for itSMF UK to share with members and non-members via its website and online services.