

**Course Name: service level agreements**

**Reference Code: Supp 103**

**About the course:**

**This training course will feature:**

- The benefits of using service level agreements
- How the different levels of SLAs operate
- What is involved in planning, writing and managing service level agreements
- Different SLA contracting structures and their applications
- SLA strengths and weaknesses, dealing with internal and external contractors

**Course Objective:**

**By the end of this training course, participants will be able to:**

- Plan & draft a range of service level agreements & construct & control contract negotiations & disputes
- Articulate how quality SLAs should be included within the Procurement processes
- Negotiate service level agreements with internal and external suppliers
- Document appropriate quality outcomes from service contracts
- Evaluate the likely results from alternative service performance frameworks

**Who Should attend?.**

**This training course is suitable for a wide range of professionals but will greatly benefit:**

- Service Delivery professionals/Quality Assurance professionals Contract Administrators, Contract Professionals and Project Coordinators
- Specifiers, Buyers, Purchasing Professionals and Procurement Officers
- IT Professionals
- Those involved in the planning, evaluation, preparation and management of tenders and awards for service contracts or internally-supplied corporate services

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### Course Methodology:

This training course is designed to be a hands-on, stimulating experience. The training course is highly interactive with many discussion and practice sessions.

- ☐ Relevant computer simulations and videos .
- ☐ Copies of all presentation material.
- ☐ Variety of Learning Methods.
- ☐ Pre-test and final test.
- ☐ Case Study
- ☐ Training Groups.
- ☐ Presentation.
- ☐ Lectures

### Course Outline:

#### Day One: Principles and Functions of Service Level Agreements

- The need to measure quality of performance
- Why, when and how can SLAs help to achieve quality
- Key objectives
- SLAs: Contracts or Contract substitutes?
- Introducing SLAs for services bought in from contractors
- Use of corporate SLAs between in-house departments

#### Day Two: Key Elements of a Service Level Agreements

- What services are being measured?

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- Typical quality measures
- SLA Governance Frameworks: Managing, measuring and reporting service performance
- Duties of the customer
- Risk sharing and SLAs: Managing problems
- Termination of the agreement

### Day Three: Drafting your Service Level Agreement

- Drafting principles
- A model structure for the SLA
- Essential elements of a quality SLA
- Using appropriate measurement language
- Carrots or sticks to encourage achievement
- SLA checklists

### Day Four: Managing the in-life SLA

- Review processes
- Using escalation to manage quality performance
- Keeping the SLA relevant: Managing changes
- Negotiation techniques to manage the variation
- Customer intervention options with an underperforming contractor
- Learning and applying lessons for the next SLA

### Day Five: Using a Scorecard Approach to SLA Management

- Origins of the scorecard approach
- Aligning the SLA with the corporate strategy
- Balancing the needs of stakeholders
- Planning and Constructing a SLA scorecard
- Key Performance indicators to support the SLA
- Business process quality improvement

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Time: 08:00 AM -03:00 PM Numbers of hours: 35 Hours

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