



Project & Contract Management

Service level agreement for managing services and improving business performance

Course Introduction

This course highlights the importance of Service Level Agreements to meet the needs of companies that are dependent on long-term partnership arrangements with external suppliers of services in achieving strategic goals.

Those managing such corporate relationships need to know how such a partnership will function and be able to deal with any problems.

The SLA establishes the measurement methodology that should drive the quality of service performance created as a legal contract between supplier and customer, or as a formal agreement between one internal supplier departments that provides corporate services to its internal client. It is imperative that everyone engaged in service provision understands the issues and processes involved in a service contract scenario

Target Audience

- Contract officers
- Procurement officers
- Service department personnel

Learning Objectives

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

Course Outline

• Day 01

◦ **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 02

Key Elements of a Service Level Agreements

- What services are being measured?
- 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 03

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 04

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 05

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

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 14, 2025	April 18, 2025	5 days	4950.00 \$	Spain - Barcelona
Sept. 1, 2025	Sept. 5, 2025	5 days	4250.00 \$	UAE - Dubai
Nov. 3, 2025	Nov. 7, 2025	5 days	4250.00 \$	UAE - Dubai