

Practical Service Level Agreements

Developing and Implementing Effective Service Level Agreements

Introduction

Service Level Agreements (SLAs) are the most important tools IT organizations have in handling customers' expectations and supplier services. SLAs help establish a well-defined relationship between a service provider and a client in the context of a particular service delivery. One of the main challenges Service Level Managers face today is the development of meaningful and valuable SLAs.

Workshop Outline

- ✚ how to implement SLAs in your organization
- ✚ how to design, write, implement and manage Service Level Agreements.
- ✚ develop knowledge, skills and abilities amongst the participants to enable them to better manage business and legal risks associated with IT services using effective service level agreements
- ✚ identify good and bad IT contracting practices relating to service levels;

Participants will learn

- ✚ The negotiation of service levels and associated penalties and incentives, covering service level requirements, dependencies and rebates; performance measurement and reporting; limitations, assumptions and exclusions; specification of requirements; and scope of change
 - ✚ Methods for implementing and maintaining effective SLAs
 - ✚ What is a Service Level Agreement?
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 - ✚ How to develop an SLA for your organization.
 - ✚ Costs and potential challenges
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