



**SCANDINAVIAN ACADEMY**  
For Training and Development

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## Course: Service Level Agreements

Code	City	hotel	Start	End	price	Hours
524	Zagreb (Croatia)	Hotel Meeting	2025-04-14	2025-04-18	4950 €	25

### Interaction

This training 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.

### 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

### What are the goals?

- Plan and Draft a Range of Service Level Agreements & Construct and 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 is this training course for?**

- 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

## **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?
- 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 Under Performing 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



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.