



TM228: Service Level Agreement (SLA)

Training Description:

This intensive training course provides the definition of the terms of engagement and highlight the rules that govern the relationship. They are in essence, the foundation of any company's business interactions and if structured properly will allow a company to capture the benefits of the relationship as well as the key expectations of the business interaction. Due to the fact that the business is in a constant state of change, it is imperative for the company to allow for the capacity to revise or add metrics in SLAs. The SLA will therefore be considered a living document and the need to revise, update and expand the drafts arise more often than many think. SLAs need to strive to make an accurate reflection of the current service requirements of the relationship, while providing the mechanism to adapt along with the organization and the industry.

A re-occurring misconception includes the fact that the SLA process simply consist of drafting and designing an agreement for the providing or receiving of services, however, it is more in depth than that. Once the agreement has been drawn up, one has to continuously monitor whether the delivery of services is in fact being carried out as per the agreement and this forms the post-drafting stage whereby checks are put in place to monitor and maintain the correct implementation of the services in the agreement.

The course will provide the participants the practical intelligence on mastering the art of executing successful SLAs. Aimed at bringing the new perspective of effectively drafting and managing the SLAs. The course will bring the participants a unique outlook on service level agreements and the management.

During the course, participants will be able to align SLAs with the objectives of the business; define the roles of the various departments and streamlining the roles for effective SLA management; encompass KPI's into SLA documents; determine whether the deliverables of the SLA can be linked to KPI's; measure SLA performance; deal effectively with non-performance; highlight the basis to reward good performance with service credits; manage changing requirements for streamlined management; benchmark services and establish world class standards; pinpoint the basis for price increase/decrease; and strengthen the management of the transition of services when terminating an SLA.

Training Objectives:

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

- ✓ Apply and gain an in-depth knowledge on service level agreements (SLA)
- ✓ Stipulate the level of services through service forecasting and scenario testing
- ✓ Illustrate SLA preparation through enhanced SLA modelling
- ✓ Gain a practical insight into the process of altering SLAs in order to comply with the CPA
- ✓ Create a definite scope for the service level agreements through the inclusion of relevant clauses
- ✓ Carryout effective negotiations in order for both parties to mutually benefit from the agreement
- ✓ Measure performance value by using parameters to assess the level service being provided
- ✓ Monitor, track and review QoS to ensure efficient delivery
- ✓ Assess the legal implications of SLAs in order to thoroughly understand and adhere to the SLA that has been implemented
- ✓ Manage SLA maturity and termination effectively

Training Designed for:

This course is intended for Chiefs, Directors, Vice Presidents, Managers, Senior Management, Heads, Controllers and Analysts from all industry sectors. It is also beneficial to SLA Managers, Legal Managers, IT Managers, and Sales Managers, Purchasing Directors/Managers, Product Managers, Legal Advisors, Contract Managers, Facility Managers, Relationship Managers/CRM Managers, Business Development Managers, Strategic Planners, Maintenance Managers, Procurement Managers and Operations Directors/Managers.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ **Stipulating the Level of Services through Service Forecasting & Scenario Testing**
 - Developing the Optimal Structure for SLAs for the Organization
 - How Internal & External Factors Impact Upon the Service Level Agreement
 - Aligning the SLA to the Specific Needs of the Business
 - Gaining an Insight into the Needs as well as the Available Resources to Map Sufficient Service Delivery
- ❖ **Practical Case Study**
 - Stages of a Conducting a Forecast of Services that Need to be Provided Prior to Drafting the SLA
- ❖ **Perfecting your SLA Preparation through Enhances SLA Modelling**
 - Roles & Responsibilities within the Draft of the SLA
 - Selecting & Including Achievable SLA Metrics & Goals
 - Detailing an SLA Blueprint Including but not Limited to Definition of Goods & Services, Timeframes of Delivery, Relevant Suppliers & Contractors
 - Differentiating between Inputs Based and Output Based SLAs
 - Linking Guarantees, Warranties & Compensation within the Drafting of the SLA in Case of Breach of the SLA
- ❖ **Area Focus Presentation**
 - Gaining a Practical Insight into the Process of Altering SLAs in Order to Comply with the CPA
 - The Benefits to Using Plan Language are Numerous & All Businesses will have to Rethink their Communication Style with Clients in Order to Comply with the Newest Legislation in

the Field of Consumer Protection (Drafting in Plain Language:- Some Tips & Tricks, Featuring Practical Examples & Exercises in Drafting in Plain Language)

DAY TWO:

- ❖ **Creating a Definite Scope for your Service Level Agreements through the Inclusion of Relevant Clauses**
 - Including Clauses within the SLA to Identify the Exact Expectation of Services
 - Refining your Methods of Drafting & Including Clauses (The Liability Clause, The Credit Clause, Intellectual Property Clause)
 - Recognizing the Importance of the Maintenance of the Agreement & Exit Clauses (Changing the Agreement, Terminating the Agreement)
- ❖ **Practical Case Study**
 - Going Through Various SLA Documents, Identifying & Mapping Out the various Clauses in the Different Agreements
- ❖ **Mastering Effective Negotiations in Order for Both Parties to Mutually Benefit from the Agreement**
 - Planning for a Negotiation in Order to be Thoroughly Prepared
 - Quantifying Your Negotiation Process by Including the Following Elements (Relationship, Communication, Interests, Options, Standards, Alternatives, Commitments)
 - Covering the Harvard Law Philosophy of Negotiation
 - Highlighting the Vital Importance of Negotiation in SLAs
 - Establishing Rapport with the Other Party in Order to Develop a Sense of Trust
 - Overcoming “No” & Changing it to “Yes”
 - Avoiding Impasse or Deadlocks by Maintaining the Flow of the Negotiation
 - Maintaining a Clear Focus on the Issues to be Discussed & Avoiding Situations of Conflict

DAY THREE:

- ❖ **Measuring Performance Value by Using Parameters to Assess the Level of Service Being Provided**
 - Assessing Current Performance, Potential Capability & Capacity Using Set Processes
 - Scrutinizing Planned Performance Vs. Actual Performance
 - Investigating the Cost of Each Process Initiated & Evaluating the Value Created
 - Creating an Activity Map Linking All Service Processes in Order to Measure their Inter-Relatedness & Inter-Dependence
 - Identifying the Key Drivers that Improve Performance & impact on Your Process Output in Business
- ❖ **Case Study**
 - Going Through SLAs & Determining Tools & Methods of Measuring the Performance of the Document

DAY FOUR:

- ❖ **Monitoring, Tracking & Reviewing QoS to Ensure Efficient Delivery**
 - Ensuring Commitment & Conducting Ongoing Evaluations for SLA Compliance
 - Establishing KPI's & Educating Employees of their Duties to Uphold the Outsourcing Agreement
 - Differentiating & Streamlining Roles of Managing SLAs
 - Reviewing the Services Provided Between Clients & the Service Providers

- Examining Links with Service Management to Ensure Alignment between Services & SLAs
- Establishing a Measurement Derived from Periodic Surveys on Performance to Ascertain Service & Quality
- ❖ **Interactive Discussion**
 - How to Manage the KPIs of SLAs

DAY FIVE:

- ❖ **Assessing the Legal Implications of SLAs in Order to Thoroughly Understand & Adhere to the SLA that has been Implemented**
 - Examining the Legal Concepts & Terms within SLAs
 - Scrutinizing the Legal Implications of a Breach of Contract from Either Party
 - Considering the Legal Process to Follow in Case of Conflicts
 - Avoiding the Trap Falls of Infringing on Any Legal Aspects during the SLA Process
 - Complying to Varying Regulation & Legislation that might Affect the SLA
- ❖ **Managing SLA Maturity & Termination Effectively**
 - Business Continuity Through an SLA: Setting Up a Solution that has Continuous Application & Improvement
 - Terminating an SLA & Mastering Disengagement to Avoid Any Legal Consequences
 - Setting Service Timeframes & Penalties
 - Including Provision for Future Review & Revision of Agreement
- ❖ **Course Conclusion**
- ❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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