

CREATING INTERNAL SERVICE LEVEL AGREEMENTS

A practical guide to building and implementing modern SLAs

26th – 27th October 2017
Singapore

Free Takeaway

Delegates will receive a comprehensive workbook including a number of free templates to use in future planning and execution of SLAs

Major Benefits Of Attending – You Will Be Able To:

Following this workshop, delegates will:

- **UNDERSTAND** the difference between a contract and a SLA and how to optimize their relationship
- **UNDERSTAND** how to negotiate service level agreements with internal suppliers – why it is different in-house
- Be able to **PLAN & DRAFT** a range of internal service level agreements & construct & control contract negotiations & disputes
- **LEARN** to ensure both parties interpret the SLA the same way
- **KNOW** how to document appropriate quality outcomes from service contracts.
- Be able to **DETERMINE** appropriate key performance measurement parameters

Why you Should Attend?

Some companies have reported saving 5% to 40%, simply by establishing and managing service agreements. Apart from the cost savings, Internal SLAs improve the quality of service to clients and enhances their experience when dealing with your company.

This course is designed to meet the needs of companies that are involved in service agreements with internal suppliers of services in achieving their strategic goals. Those managing such corporate relationships need to know how such a partnership will function and be able to deal with any problems.

Service Level Agreements (SLAs) otherwise known as Service Contracts have been one of the critical success factors towards traditional client/vendor relationship. With the shift in focus onto quality of service to client, and the subsequent pressure from the business to improve service levels, more and more support desks are implementing Internal SLAs, but few know how to effectively deal with them.

Who Should Attend?

This course will benefit both the novice and the experienced manager engaged in purchasing and procurement, commercial and contracts management departments, and technical operatives providing performance under service level agreements.

Others who should find this course helpful include:

- ✓ Service Delivery professionals
- ✓ Quality Assurance professionals
- ✓ Contract Administrators, Contract Professionals and Project Coordinators
- ✓ 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

Organized by: _____



WE SOLVE YOUR PUZZLE