

# INTERNAL SERVICE LEVEL AGREEMENTS MASTERCLASS

The Bridge Between Services Providers and their Customers

29th & 30th April 2019  
JW Marriott Hotel, Kuala Lumpur, Malaysia

## Free Takeaway

Delegates will receive a comprehensive workbook including free templates to use in the future planning and execution of Service Level Agreements

## Major Benefits Of Attending – You Will Be Able To:

By end of this course, delegates would be able to:

- **PLAN** and **DRAFT** a range of Internal Service Level Agreements
- **ARTICULATE** how quality SLAs should be used by a company in service performance management
- **NEGOTIATE** Service Level Agreements with Internal Suppliers
- **DOCUMENT** appropriate quality outcomes from service contracts
- **EVALUATE** the likely results from service performance frameworks
- **UNDERSTAND** the difference between a Contract and an SLA
- **ENSURE** both Service Providers and Customers interpret the SLA in same way
- **DOCUMENT** appropriate quality outcomes from service contracts
- **APPRECIATE** the benefits and constraints of SLAs
- **KNOW** what to include in a SLA
- **CREATE** a manageable and effective SLAs

## Why you Should Attend?

Some companies have reported saving 5% to 40%, simply by establishing an 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 companies.

This course is designed to meet the needs of companies that are involved in service agreements with internal suppliers of services in achieving strategic goals. The 2 day course will be benefit both beginning and experiences individuals involved in purchasing, procurement, contract management and technical delivery of SLA. Those managing such corporate relationship need to know how such a partnership will function and be able deal with any problems.

In this course, we will study the purpose of SLA and its format. We will go through the internal translation of the agreements to the underlying processes, KPI's. The work of SLA manager will be studied; the focus will be the Internal SLA.

## Who Should Attend?

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

The following people will find this course to be very helpful:

- ✓ Service Delivery Professionals
- ✓ Quality Assurance Professionals
- ✓ Contract Administrators, Contract Professionals and Project Coordinators
- ✓ Buyer, Purchasing Professionals and Procurement Officers
- ✓ IT Professionals

And, those involved in the planning, evaluation, preparation and management of tenders and awards for service contracts or internally-supplied corporate services.

Organized by: \_\_\_\_\_

