



SERVICE LEVEL AGREEMENTS

Case Study: Critique An SLA
Put Your Newly Acquired SLA Knowledge Into Practice



INSTRUCTOR PROFILES

Joe Caruso

Specialization: Slas & Contract Management

Joe is a professional with over 25 years' experience as a practitioner, in contract management and service delivery. Joe's experience of being on both the "buy side" representing customers, and the "sell side" representing suppliers, enables him to have a "two sides of the coin" view of projects and contracts and allows him to reach outcomes that are mutually beneficial to both parties, thereby ensuring success and sustainable relationships.

WHO SHOULD ATTEND :

- Strategy, Planning And Resource Managers.
- Service Delivery Managers.
- Contracts Personnel.
- Operations And Divisional Managers.
- Procurement And Purchasing Managers.
- Logistics And Supply Chain Managers.

SERVICE LEVEL AGREEMENTS PROGRAM OUTLINE

COURSE 1 : LAYING THE FOUNDATION

COURSE OUTLINE

- ▶ Strategic elements of the SLA- what you need before you start
 - Understand the relationship of the SLA to the contract and other governing documents.
 - Key objectives of SLAs – what SLAs need to accomplish to be successful.
 - Compare advantages and disadvantages of SLAs – ensure it is right for you.
 - Plan to ensure your successful SLA – get the right approach.

- ▶ **Establishing the SLA context- Scope and Responsibilities**
 - Determine what is in and out of the scope of your SLA – set the boundaries.
 - Distinguish who is responsible for what - establishing the responsibility matrix.
 - Identifying the stakeholders to understand their objectives.
- ▶ **Defining scope details**
 - Defining the services in an independent and commercial manner.
 - Identifying the objectives of each service - highlight what is important.
- ▶ **Eluding misunderstanding -the Glossary**
 - Ensure all parties have a common understanding.
 - Avoid misinterpretations – you know what you mean, but will the other party?
 - Reserved words and defined terms.

COURSE 2 : DEVELOPING KEY PERFORMANCE INDICATORS (KPIs)

COURSE OUTLINE

- ▶ **Developing the Key Performance Indicators (KPIs)**
 - Get a holistic report– applying the Balanced Scorecard to SLAs.
 - Pathway for setting KPIs that matter - techniques and issues.
 - KPI options – Stratification and weighting techniques.
- ▶ **Incentivising the SLA to keep your service providers motivated**
 - Financial and non-financial means of getting the right behaviour.
 - Use of positive and negative incentives.
 - Explore techniques to apply incentives.
 - Getting the most out of incentives.
 - Investigate KPI stratifications – different KPIs for different situations.
- ▶ **Reporting – practical techniques for right information**
 - Assessing the various types of reports.
 - Exploring reports desired at different periods.
 - Ensure reports reflect the trends and analyses - keep the SLA informing the business.

COURSE 3: MANAGING COMMERCIAL SLAS

COURSE OUTLINE

- ▶ **Managing and governing SLAs**
 - The Governance Charter.
 - Interparty roles and accountabilities.
 - Audits and reviews.
 - Meetings – frequent forms of different interaction .
- ▶ **Issues, variations, and disputes**
 - Issue, variation, and dispute management - staged approach to resolution.
 - Staying out of dispute.
 - Good recordkeeping.
- ▶ **Planning and rollout**
 - Review concepts and techniques for SLA rollout.
 - Rolling out your SLA to the business.

Pricing

- Pros & Cons of various pricing models.
- Iron Triangle- Winners Curse.
- Pricing model impact on your SLAs.

Date

**22 - 24
March, 2021**

Course Fee

400 JOD

Questions and Local Registration

For More Information And Registration From Jordan Please Contact
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