

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Service Level Agreements

Code	City	hotel	Start	End	price	Language - Hours
CO-524SA	Riyadh	Hotel Meeting Room	2027-11-07	2027-11-11	11950 SR	En - 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 Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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