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بروجاكس للتدريب والتطوير
Projacs Training and Development

Service Level Agreement (SLA's) for Managing Services and Improving Business Performance

اتفاقية مستوى الخدمة (SLA)
لإدارة الخدمات وتحسين أداء الأعمال

10 – 14 August 2020

Geneva / Switzerland

A Member of:



PROJACS ACADEMY



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Introduction

A service level agreement (SLA) is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider. SLAs are output-based in that their purpose is specifically to define what the customer will receive. SLAs do not define how the service itself is provided or delivered. The exact metrics for each SLA vary depending on the service provider. SLAs are also very popular among internal departments in larger organizations.. The use of SLAs is also common in outsourcing, cloud computing, and other areas where the responsibility of an organization is transferred out to another supplier.

Objectives

At the end of this course trainees will be able to:

- Gain better understanding about public / private partnerships with vendors
- Learn how to negotiate with vendors on contracts for services
- Understand the value of Service Level Agreements
- Learn how to develop positive relationships with customers

Who Should Attend?

- Contract officers
- Procurement officers
- Service department personnel

Course Outline

Defining Service Level Agreements

- Background
- Definitions
 - Scope
 - Methodology
 - Timelines
- **The SLA Concept**
 - Purpose
 - Not A Contract?
 - Professional & Business Challenges
 - New business model
 - Service life-cycle
 - Service-related processes
 - Business scenario at-a-glance
 - Research Issues on SLA
 - Components of a SLA
 - Describing a Service
 - Describing performance levels
 - Describing Customer Support
 - SLA Measurement

Service Level Agreements

- **Definitions, Context**
 - Service design, management of services
 - Services: function, process, role, activity
- **Principle of service design**
 - Objectives, areas, procedure, management and strategy.
 - Balanced design
 - Identifying the requirement for services
 - Aspects and activities of the design
- **Process of Service Design**
 - Services portfolio
 - Service architecture, levels of architecture

- The structure of the processes in the design of services: catalog of services, service level management, capacity management, availability, information security, suppliers
- **The SLA Process**
 - Setting Up The SLA Process
 - It Service Management Integration
 - Migrating An SLA Into A Contract

Service Level Contracts

- **Importance of Legal Review**
- **Document Format**
- **Master Services Agreements**
- **Service Attachments**
- **Short-Form Agreements**
- **Outsourcing Contract Negotiations Writing an SLA**
 - INTEGRITY
 - Outsourced Contracts
 - What is outsourcing?
 - Advantages - Key Points
 - Disadvantages - Key Points
 - What types of service to outsource?
 - Negotiating with the vendor
 - **In-Sourcing Contracts**
 - **Successful Customer – Vendor Relationships**
 - **Service level agreement-SLA**
 - What are Service-Level Agreements (SLA)?
 - Benefits of Service-Level Agreements
 - Service Elements:
 - Management Elements:
 - Process of establishing an SLA:
- **SLA Do's And Don'ts**
- **Sample SLAs**

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **4,500USD**
**VAT is Excluded If Applicable*

مقدمة

تعد اتفاقية مستوى الخدمة (SLA) هي عقد بين مقدم الخدمة (سواء داخلي أو خارجي) والعميل الذي يحدد مستوى الخدمة المتوقع من مورد الخدمة. والغرض من اتفاقيات مستوى الخدمة على وجه الدقة هو تحديد ما الذي سيحصل عليه العميل على أساس الانتاج. اتفاقيات مستوى الخدمة واتفاقية مستوى الخدمة لاتدل على كيفية تقديم الخدمة نفسها أو تسليمها وليست لاتفاقية مستوى الخدمة مقاييس متعارف عليها حيث ان كل حالة لها مقاييسها الخاصة التي تختلف باختلاف مورد الخدمة. وتحظى اتفاقية الخدمة بشعبية كبيرة بين الأقسام الداخلية في المنظمات الكبيرة .. حيث يشجع استخدام اتفاقيات مستوى الخدمة في الاستعانة بمصادر خارجية، وغيرها من الاماكن حيث يتم نقل مسؤولية المنظمة إلى مورد آخر.

أهداف البرنامج

في نهاية هذه الدورة سوف يتمكن المتدربين بما يلي:

- اكتساب فهم أفضل حول الشراكات العامة أو الخاصة مع الموردين
- تعلم كيفية التفاوض مع الموردين على عقود الخدمات
- فهم قيمة اتفاقيات مستوى الخدمة
- تعلم كيفية تطوير علاقات إيجابية مع العملاء