MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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BEST PRACTICES FOR SERVICE LEVEL AGREEMENTS (SLAS)

"Design, Negotiate, and Manage SLAs That Drive Performance and Strengthen Partnerships"

Schedule

Date	Venue	Fees (Face-to-Face)
13 – 15 Oct 2026	Doha, Qatar	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Service Level Agreements (SLAs) are essential tools for aligning service expectations, ensuring accountability, and maintaining strong relationships between service providers and clients. However, poorly defined or mismanaged SLAs can lead to disputes, performance gaps, and unmet expectations.

This 3-day practical course provides participants with a structured approach to drafting, negotiating, implementing, and managing SLAs that are measurable, enforceable, and aligned with business objectives. It covers SLA frameworks across IT, facilities, logistics, outsourcing, and support services.

Objectives

By the end of this course, participants will be able to:

- Define clear and measurable service levels based on organizational needs
- Structure SLA documents to align with performance, compliance, and customer satisfaction goals
- Negotiate fair and enforceable terms with internal and external service providers
- Monitor SLA compliance and manage performance deviations
- Apply best practices for SLA lifecycle management and continuous improvement

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Why Attend

- Learn how to create SLAs that reduce risk and improve service delivery
- Gain tools for measuring and reporting service provider performance
- Strengthen negotiation techniques for better contract outcomes
- Improve collaboration between business units, vendors, and stakeholders
- Ensure SLAs are linked to strategic, operational, and compliance objectives

Target Audience

This program is designed for:

- Contract managers, procurement officers, and vendor relationship managers
- IT service managers and business continuity professionals
- Facilities, HR, and operations managers overseeing outsourced services
- Legal, compliance, and quality assurance personnel
- Anyone involved in SLA design, negotiation, or enforcement

Individual Benefits

Key competencies that will be developed include:

- SLA drafting and metrics definition
- Risk and performance-based negotiation
- Dispute resolution and service credits handling
- SLA monitoring, review, and renewal planning
- Communication and coordination with service partners

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved service performance and accountability
- Reduced conflict and ambiguity in service relationships
- Stronger alignment between service delivery and business expectations
- Enhanced vendor management and contract governance
- Greater value from outsourced and internal services

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Key concepts, legal considerations, and service delivery models
- Case Studies – Examples of effective and failed SLAs across industries
- Workshops – SLA drafting, KPI selection, and issue resolution exercises
- Peer Exchange – Discussion of real SLA challenges and best practices
- Tools – SLA templates, compliance checklists, scorecards, and review schedules

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Course Outline

DETAILED 3-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: SLA Foundations and Frameworks

- Module 1: Introduction to SLAs (07:30 – 09:30) • SLA purpose, types, and benefits in different contexts • Differences between SLAs, OLAs, and underpinning contracts
- Module 2: Defining Scope and Service Metrics (09:45 – 11:15) • Key Performance Indicators (KPIs), service levels, and thresholds
- Module 3: Workshop – Mapping SLA Requirements (11:30 – 01:00) • Drafting scope, roles, responsibilities, and deliverables
- Module 4: Case Review – Real-World SLA Failures (02:00 – 03:30) • Analysis of misaligned expectations and non-compliance

Day 2: SLA Negotiation and Risk Management

- Module 1: Legal and Compliance Considerations (07:30 – 09:30) • Terms, liability, confidentiality, penalties, and service credits
- Module 2: Negotiating SLA Terms (09:45 – 11:15) • Win-win negotiation tactics for internal and outsourced services
- Module 3: Workshop – SLA Negotiation Simulation (11:30 – 01:00) • Exercise in balancing cost, performance, and risk
- Module 4: Risk Mitigation and SLA Flexibility (02:00 – 03:30) • Contingency planning and adaptive service provisions

Day 3: SLA Implementation and Performance Management

- Module 1: SLA Execution and Monitoring (07:30 – 09:30) • Reporting tools, dashboards, and communication plans
- Module 2: Reviewing and Updating SLAs (09:45 – 11:15) • Performance reviews, audits, and continuous improvement
- Module 3: Workshop – SLA Scorecard Design (11:30 – 01:00) • Develop a scorecard for real or sample SLA monitoring
- Module 4: Final Review – SLA Governance Framework (02:00 – 03:30) • Wrap-up and development of a long-term SLA improvement plan

Certification

Participants will receive a Certificate of Completion in Best Practices for Service Level Agreements (SLAs), validating their ability to design, negotiate, and manage service agreements that support reliable delivery, partnership value, and operational excellence.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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