

# UNDERSTANDING & DRAFTING INTERNAL SERVICE LEVEL AGREEMENTS (SLAS)

*“Building Strong Internal SLAs to Ensure Effective Service Delivery and Performance”*

## Schedule

Date	Venue	Fees (Face-to-Face)
28 - 30 May 2025	Dubai, UAE	USD 2495 per delegate

## Introduction

Service Level Agreements (SLAs) are a crucial part of any organization’s internal operations, ensuring that services are delivered efficiently and to the agreed-upon standards. This 3-day course is designed to help professionals understand the fundamentals of SLAs and provide practical knowledge on drafting and implementing internal SLAs effectively.

The course will focus on the importance of internal SLAs, their role in aligning business objectives, and the process of creating clear, measurable agreements between departments or internal stakeholders. Participants will also learn how to monitor, measure, and enforce SLAs to ensure ongoing service delivery and performance improvement

## Objectives

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

- Understand the purpose and components of an internal SLA.
- Draft clear, measurable, and achievable SLAs that align with business objectives.
- Identify key performance indicators (KPIs) and metrics for internal SLAs.
- Develop processes for monitoring SLA performance and measuring service levels.
- Ensure effective communication and collaboration between internal departments through SLAs.
- Resolve issues and manage disputes related to SLA performance.

## Why Attend

- Learn the key principles and components of internal SLAs to improve service delivery within your organization.
- Gain practical experience in drafting SLAs that are clear, actionable, and measurable.
- Understand how to define service expectations, set performance targets, and measure success.
- Master the skills necessary to monitor and enforce SLAs effectively.
- Improve inter-departmental collaboration and communication through well-structured SLAs.
- Reduce operational risks and misunderstandings by ensuring clear service expectations and agreements

## Target Audience

### This program is designed for:

- Service managers, operational managers, and team leaders responsible for internal service delivery.
- HR, IT, and other departmental professionals involved in creating and managing internal service agreements.
- Procurement and supply chain professionals who work with internal service providers.
- Professionals involved in performance monitoring and contract management within organizations.
- Anyone seeking to understand and implement internal SLAs in their organization.

## Individual Benefits

### Key competencies that will be developed include:

- Expertise in drafting and negotiating internal SLAs with clear, measurable targets.
- Skills in defining and monitoring service expectations through SLAs.
- Proficiency in measuring service delivery and performance against KPIs and SLAs.
- Ability to build and maintain collaborative relationships across departments through effective SLAs.
- Knowledge of resolving SLA-related disputes and improving service performance.

## Organizational Benefits

### Upon completing the training course, participants will demonstrate:

- Enhanced ability to define, measure, and monitor internal service levels within departments.
- Improved efficiency in service delivery, leading to better performance and results.
- Strengthened inter-departmental collaboration and clearer communication of service expectations.
- Reduced operational risks due to clearly defined service targets and accountability.
- More effective management of service performance through measurable KPIs and continuous monitoring.

## Instructional Methodology

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

- **Strategy Briefings** - Introduction to internal SLAs, their purpose, and how they contribute to organizational success.
- **Case Studies** - Real-world examples of successful and challenging internal SLA implementations.
- **Workshops** - Hands-on exercises focused on drafting, negotiating, and managing internal SLAs.
- **Peer Exchange** - Group discussions to share experiences, challenges, and best practices in SLA management.
- **Tools** - Practical tools and templates to help participants implement and monitor SLAs in their own organization.

## Course Outline

Training Hours: 9:00 AM – 4:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 10:30 & 12:00 | Lunch Buffet: 01:00 – 02:00

### **Day 1: Introduction to Internal SLAs and Their Importance Module 1: What is an Internal SLA? (09:00 – 11:00)**

- Defining an internal SLA and its role in service delivery
- Key differences between internal and external SLAs
- Importance of SLAs in aligning internal service expectations with organizational goals

### **Module 2: Components of an Effective Internal SLA (11:15 – 01:00)**

- Key elements of an internal SLA: scope of service, performance targets, and KPIs
- Defining measurable and achievable service expectations
- Creating mutually beneficial agreements between departments or internal stakeholders

### **Module 3: Setting Performance Targets and KPIs (02:00 – 04:30)**

- How to identify key performance indicators (KPIs) for internal SLAs
- Establishing service level objectives (SLOs)
- Techniques for setting realistic, measurable, and achievable performance targets

### **Day 2: Drafting and Implementing Internal SLAs Module 1: How to Draft an Internal SLA (09:00 – 11:00)**

- Step-by-step process for drafting clear, concise, and actionable internal SLAs
- Examples of SLA clauses: service scope, performance standards, and penalties for non-compliance
- Common pitfalls in SLA drafting and how to avoid them

### **Module 2: Service Expectations and Communication (11:15 – 01:00)**

- How to effectively communicate service expectations to internal stakeholders
- Ensuring clarity and transparency in SLA terms and conditions
- Developing a communication plan for managing internal SLAs

### **Module 3: Negotiating and Finalizing Internal SLAs (02:00 – 04:30)**

- Strategies for negotiating internal SLAs with various stakeholders
- Balancing organizational needs and service performance targets
- How to finalize and get approval for internal SLAs

### **Day 3: Monitoring, Enforcing, and Resolving Issues with SLAs Module 1: Monitoring SLA Performance (09:00 – 11:00)**

- Tools and techniques for tracking SLA performance
- How to use monitoring data to evaluate service levels and identify gaps
- Setting up regular performance reviews and reporting mechanisms

### **Module 2: Enforcing Internal SLAs and Managing Non-Compliance (11:15 – 01:00)**

- Managing and addressing non-compliance or poor performance
- Strategies for enforcing SLA terms and managing corrective actions
- How to deal with disputes and resolve performance-related issues

### **Module 3: Continuous Improvement and SLA Management (02:00 – 04:30)**

- How to continuously improve service levels and SLA effectiveness
- Reviewing and updating SLAs based on performance feedback and organizational changes
- Lessons learned from real-world SLA implementation

### Certification

Upon completing the training course, participants will receive a **Certificate of Completion in Understanding & Drafting Internal Service Level Agreements**, recognizing their ability to create, manage, and enforce internal SLAs that ensure service delivery meets organizational goals and expectations.

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