

UNDERSTANDING & DRAFTING INTERNAL SERVICE LEVEL AGREEMENTS

“Defining and Managing Internal Expectations for Cross-Departmental Performance”

Schedule

Date	Venue	Fees (Face-to-Face)
27 - 29 Jul 2026	Dubai, UAE	USD 2495 per delegate

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

Introduction

As organizations grow in complexity, clear agreements between internal departments become essential for efficiency and accountability. Internal Service Level Agreements (SLAs) help formalize expectations between support functions such as HR, IT, Finance, and Operations, promoting better performance, fewer conflicts, and improved customer outcomes.

This 3-day practical course provides participants with the knowledge and tools to understand, develop, and implement effective internal SLAs. The program explores best practices in service definition, performance measurement, stakeholder alignment, and continuous improvement within organizational functions.

Objectives

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

- Understand the role and importance of internal SLAs within an organization
- Draft SLA documents that clearly define services, responsibilities, and KPIs
- Establish realistic, measurable performance standards for internal functions
- Monitor and review SLAs to ensure ongoing alignment and service quality
- Facilitate cross-functional collaboration through agreed expectations

Why Attend

- Learn how to prevent internal disputes and unmet service expectations
- Gain clarity in internal processes, ownership, and turnaround times
- Improve collaboration between departments and service units
- Create a culture of transparency and continuous improvement
- Align service functions with business and customer-facing objectives

Target Audience

This program is designed for:

- Department heads and functional managers (e.g., HR, IT, Finance)
- Shared services and internal support team leaders
- Process improvement, quality, and performance officers
- Procurement and internal audit professionals
- Project managers and internal communications coordinators

Individual Benefits

Key competencies that will be developed include:

- SLA drafting and documentation skills
- Internal negotiation and stakeholder alignment
- Service design and KPI identification
- Monitoring and reviewing service performance
- Continuous improvement of service delivery

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved internal collaboration and role clarity
- Enhanced operational efficiency across support functions
- Standardized internal service delivery expectations
- Reduction in service delays, disputes, and miscommunication
- Better alignment of internal services with external client needs

Instructional Methodology

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

- Strategy Briefings - SLA fundamentals, service design, and alignment frameworks
- Case Studies - Internal SLA success stories and failures across sectors
- Workshops - Drafting SLAs, defining metrics, and negotiation exercises
- Peer Exchange - Sharing internal service challenges and SLA use cases
- Tools - SLA templates, KPI lists, and performance review scorecards

Course Outline

Training Hours: 07:30 AM - 03:30 PM Daily Format: 3 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

Day 1: SLA Foundations and Internal Service Design

- Module 1: Understanding SLAs in an Internal Context (07:30 - 09:30) • Why SLAs matter for internal services
- Module 2: Key Components of an Effective SLA (09:45 - 11:15) • Service scope, responsibilities, timelines, escalation
- Module 3: Workshop - Map Internal Service Relationships (11:30 - 01:00) • Identify opportunities for SLA creation

Day 2: Drafting and Negotiating SLAs

- Module 4: SLA Metrics, KPIs, and Targets (07:30 - 09:30) • Quantifying performance expectations
- Module 5: SLA Negotiation and Stakeholder Buy-In (09:45 - 11:15) • Balancing service capabilities and business needs
- Module 6: Workshop - Draft a Departmental SLA (11:30 - 01:00) • Use templates to create a real-life internal SLA

Day 3: SLA Monitoring, Review, and Improvement

- Module 7: SLA Monitoring and Reporting Tools (07:30 - 09:30) • Dashboards, reviews, and feedback loops
- Module 8: Resolving SLA Breaches and Disputes (09:45 - 11:15) • Root cause analysis and resolution pathways
- Module 9: Final Workshop - Build a Continuous SLA Improvement Plan (11:30 - 01:00) • Review and update mechanisms

Certification

Participants will receive a Certificate of Completion in Understanding & Drafting Internal Service Level Agreements, validating their ability to define, implement, and manage internal SLAs to drive functional alignment and performance.

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TEL:

+601116373203

EMAIL:

info@mawaevents.net

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