

SERVICE DESIGN - SERVICE LEVEL MANAGEMENT

“Set clear expectations, measure service performance, and strengthen business relationships through effective Service Level Management.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

This course focuses on the implementation and operation of the Service Level Management (SLM) process within the ITIL® Service Design lifecycle. Participants will explore how to define, negotiate, monitor, and report on Service Level Agreements (SLAs), ensuring IT services meet agreed-upon performance targets. The course bridges the gap between customer expectations and service delivery capabilities.

Objectives

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

- Understand the purpose, scope, and value of Service Level Management
- Develop and manage Service Level Agreements (SLAs) and Operational Level Agreements (OLAs)
- Align service targets with business needs and user expectations
- Design a Service Level Management framework that drives continuous improvement
- Analyze service performance data to improve service quality

Why Attend

Clear service expectations are critical to both customer satisfaction and IT credibility. This course empowers professionals to formally define service standards, monitor their delivery, and create a collaborative environment for service improvement.

Target Audience

- IT Service Managers and Service Owners
- Business Relationship Managers
- Service Desk and Incident Managers
- ITIL® Practitioners and Process Owners
- IT Project Managers and Change Managers
- Anyone involved in service design or customer liaison

Individual Benefits

- Gain practical skills to negotiate and manage SLAs
- Learn to assess service performance and recommend improvements
- Improve communication between IT and business stakeholders
- Position yourself for advanced roles in IT Service Management

Organizational Benefits

- Establish a structured, measurable service delivery model
- Improve accountability and customer satisfaction
- Reduce conflicts and ambiguity around service responsibilities
- Enable better prioritization and resource management

Instructional Methodology

- Instructor-led lectures with real-world service examples
- SLA/OLA document review exercises
- Case studies of effective and failed SLM implementations
- Hands-on workshops for KPI development and reporting
- Peer learning, quizzes, and scenario-based challenges

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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: Introduction to Service Level Management

- **Module 1:** The Role of SLM in ITIL® Service Lifecycle (07:30 – 09:30)
- **Module 2:** Key Concepts: SLAs, OLAs, UCs, SLRs, and Service Catalogs (09:45 – 11:15)
- **Module 3:** Stakeholder Roles in the SLM Process (11:30 – 01:00)
- **Module 4:** Service Level Requirements (SLR) Identification Workshop (02:00 – 03:30)

Day 2: Developing & Negotiating SLAs

- **Module 1:** SLA Components – Templates, Terminologies, Clauses (07:30 – 09:30)
- **Module 2:** Negotiation Techniques for SLA Alignment (09:45 – 11:15)
- **Module 3:** Setting Measurable Performance Targets (11:30 – 01:00)
- **Module 4:** Drafting & Reviewing SLA Scenarios (02:00 – 03:30)

Day 3: Monitoring and Reporting on SLAs

- **Module 1:** Tools and Technologies for SLA Monitoring (07:30 – 09:30)
- **Module 2:** Designing Service Level Reports – What to Include (09:45 – 11:15)
- **Module 3:** Interpreting Performance Trends and Variances (11:30 – 01:00)
- **Module 4:** Hands-on: Create a Monthly SLA Report (02:00 – 03:30)

Day 4: Service Improvement through SLM

- **Module 1:** Integrating SLM with Continual Service Improvement (CSI) (07:30 – 09:30)
- **Module 2:** Handling Breaches and Penalty Clauses (09:45 – 11:15)
- **Module 3:** Service Review Meetings – Structure and Best Practices (11:30 – 01:00)
- **Module 4:** Case Study Analysis – Poor vs. Effective SLAs (02:00 – 03:30)

Day 5: Governance, Automation & Final Assessment

- **Module 1:** SLM Metrics, KPIs, and Dashboards (07:30 – 09:30)
- **Module 2:** Governance & Policy Considerations for SLAs (09:45 – 11:15)
- **Module 3:** Automation and SLA Management Tools (11:30 – 01:00)
- **Module 4:** Final Exercise & Course Review (02:00 – 03:30)

Certification

Participants who complete the training and all exercises will receive a **Certificate of Completion** in Service Level Management (Service Design) based on ITIL® principles.

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