

SERVICE LEVEL AGREEMENTS & IT CONTRACTS

“Define Expectations, Strengthen Partnerships, and Ensure IT Service Excellence.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

In the digital age, effective management of IT services and vendor relationships is essential for business success. Service Level Agreements (SLAs) and IT Contracts play a critical role in defining service expectations, quality benchmarks, and accountability between service providers and clients.

This course provides participants with a comprehensive understanding of how to design, negotiate, and manage SLAs and IT contracts that align with business objectives and legal frameworks. Participants will learn to set measurable service standards, manage vendor performance, handle contract disputes, and ensure compliance with IT governance standards.

Objectives

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

- Understand the structure and components of effective SLAs and IT contracts.
- Develop performance metrics, KPIs, and quality assurance mechanisms.
- Align SLAs with business goals and IT service management frameworks.
- Identify and manage contractual risks and compliance requirements.
- Negotiate fair and enforceable IT contract terms and conditions.
- Monitor vendor performance and handle non-compliance issues.
- Understand legal, financial, and operational aspects of IT service agreements.
- Build collaborative relationships between clients and service providers.

Why Attend

With growing dependence on IT outsourcing and cloud-based services, organizations must establish clear agreements to safeguard interests and maintain service quality. This course helps professionals master the art of drafting, negotiating, and managing SLAs and IT contracts effectively to minimize risks and maximize value.

Target Audience

This course is suitable for:

- IT Managers and Service Delivery Managers
- Procurement and Contract Managers
- Vendor Management Professionals
- Legal Advisors and Compliance Officers
- Project Managers and IT Auditors
- CIOs, CTOs, and IT Governance Professionals
- Anyone involved in managing IT services or vendor relationships

Individual Benefits

- Gain practical knowledge of IT contract and SLA design.
- Learn to assess and manage vendor performance effectively.
- Improve negotiation and communication skills with service providers.
- Enhance understanding of legal terms and contractual obligations.
- Strengthen career prospects in IT service management and governance

Organizational Benefits

- Improve service quality and operational efficiency through strong SLAs.
- Reduce risks associated with outsourcing and vendor management.
- Enhance transparency and accountability in IT service delivery.
- Ensure compliance with legal, financial, and security requirements.
- Build trust and long-term partnerships with vendors and clients.
- Establish a framework for continuous improvement in IT services.

Instructional Methodology

- Interactive lectures and real-life case studies.
- Group exercises on drafting and reviewing SLAs.
- Contract negotiation role-plays and simulations.
- Discussion of legal clauses and dispute resolution mechanisms.
- Performance measurement and reporting workshops.
- Templates, checklists, and examples for practical application.

Course Outline

- Module 1: Introduction to SLAs and IT Contracts
- Module 2: Key Components and Structures of SLAs
- Module 3: Developing Performance Metrics and KPIs
- Module 4: Legal and Regulatory Aspects of IT Contracts
- Module 5: Negotiation Strategies and Best Practices
- Module 6: Risk Assessment and Compliance Management
- Module 7: Vendor and Service Provider Relationship Management
- Module 8: Handling Breaches, Penalties, and Dispute Resolution
- Module 9: Monitoring, Reporting, and Continuous Improvement
- Module 10: Workshop – Drafting and Reviewing an SLA and IT Contract

Certification

Upon successful completion, participants will receive a Certificate in Service Level Agreements & IT Contracts, demonstrating their ability to design, negotiate, and manage IT service agreements that ensure high performance, compliance, and business alignment.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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In-House / Customized Training

Interested in running this course for your team?

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