

Service Level Agreements (Planning, Writing & Managing Quality SLAs)

Objectives

At the end of the course the participants will be able to

Plan&draft a range of service level agreements & construct & control contract negotiations & disputes

Articulate how quality SLAs should be included within the Procurement processes

Negotiate service level agreements with internal and external suppliers

Document appropriate quality outcomes from service contracts

Evaluate the likely results from alternative service performance frameworks

Content

Principles and Functions of Service Level Agreements

The need to measure quality of performance

Why, when and how can SLAs help to achieve quality

Key objectives

SLAs: Contracts or Contract substitutes?

Introducing SLAs for services bought in from contractors

Use of corporate SLAs between in-house departments

Key Elements of a Service Level Agreements

What services are being measured?

Typical quality measures

SLA Governance Frameworks: Managing, measuring and reporting service performance

Duties of the customer

Risk sharing and SLAs: Managing problems

Termination of the agreement

Drafting your Service Level Agreement

Drafting principles

A model structure for the SLA

Essential elements of a quality SLA

Using appropriate measurement language

SLA checklists

Managing the in-life SLA

Review processes

Using escalation to manage quality performance

Keeping the SLA relevant: Managing changes

Negotiation techniques to manage the variation

Customer intervention options with an underperforming contractor

Learning and applying lessons for the next SLA

Using a Scorecard Approach to SLA Management

Origins of the scorecard approach

Aligning the SLA with the corporate strategy

Balancing the needs of stakeholders

Planning and Constructing a SLA scorecard

Key Performance indicators to support the SLA

Business process quality improvement