

## 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