



Developing & Managing Service Level Agreements

This programme provides participants with sound principles and a set of guidelines for developing and preparing 'effective' Service Level Agreements (SLAs) and the development of associated agreements for internal or external service agreements.

DATE

10-14 March 2014

VENUE

Funisa Centre
427 Fir Avenue,
Ferndale, Randburg,
Johannesburg,
South Africa



InterAfrica Group
Consulting • Research • Training • Conferences

Overview

One important aspect of any technical support contract is the service level agreement (SLA). The SLA specifies precisely what is expected from a supplier in terms of the delivery, quality and effectiveness of the service being provided.

Developing Service Level Agreements (SLAs) and implementing Service Level Management (SLM) have therefore become a key component in the drive to ensure that your support services are properly and effectively delivered and sets a framework for quality expectation and implementation

A service level agreement is a part of a service contract where the level of service is formally defined. it is an excellent mechanism for managing expectations, enhancing communications, clarifying responsibilities, and providing an objective basis for assessing service effectiveness.

Failure to adequately define and manage Service Levels may result in lack of productivity; wasted expenditure, costly and time consuming litigation to terminate an agreement; failure to achieve the organisation's goals and objectives.

This programme has been designed to help managers and officers overcome the challenges of ensuring adequate performance when contracting in today's business environment. It will help delegates to understand the business implications and nature of purchaser-provider relationships by introducing performance measures and management practices that will ensure the success of these relationships.

The objective is to provide attendees with the necessary knowledge and skills to effectively participate in both the SLM process and the development of associated agreements.

The programme also provides participants with sound principles and a set of guidelines for developing and preparing 'effective' Service Level Agreements (SLAs) for internal or an outside service agreements

Participants will learn:

- The elements of a good service level agreement
- How to design, format, and draft an SLA
- The negotiation process
- How to measure performance and report results

Who Will Benefit:

The programme will be of immense benefit to the following sectors

- Utilities
- Telecommunications
- Transport & Logistics
- Banks & Finance
- Government & Municipalities
- Regulators
- Lawyers
- Mining & Resources

Who Should Attend:

- Staff involved in developing, implementing and supporting Service Level Agreements
- Business staff and management with interest or responsibility in assuring delivery of an IT service
- Procurement Officers and Managers
- Purchasing Managers
- Financial Managers and Directors
- Company Secretaries and Legal Officers
- Corporate & Frontline Services managers and other individuals who have or will have responsibility for drafting and negotiating Service Level Agreements

PROGRAMME OUTLINE

- **OVERVIEW OF SLA, MEMORANDUM AND TERMS & CONDITIONS OF AGREEMENT**
- **PLANNING THE SLA**
- **DEVELOPING THE CONTENT OF THE SLA**
- **MAIN COMPONENTS OF AN SLA**
- **FRAMEWORK AND METHODOLOGY FOR DEVELOPMENT OF SERVICE DELIVERY IMPROVEMENT PLANS**
- **SERVICE SPECIFICATIONS AND QUALITY ASSURANCE SYSTEMS**
 - Performance-based Acquisition
 - Developing Performance-based Requirements
- **MANAGING THE AGREEMENT**
- **PERFORMANCE MEASUREMENT AND BENCHMARKING**
 - Measurement tracking and reporting
 - Performance objectives
 - Measures and comparables
 - Demonstrating value for money
- **A CATALYST FOR CHANGE**
 - Using the SLA service to change and improve

Faculty

The programme is delivered by a diverse and talented team of senior faculty in Negotiation, Law, Procurement, Contract Management and Performance Measurement.

All of our faculty are active professionals and consultants, who are able to bridge theory and practice.

In-house Training

All our Courses are available in-house, should your organisation have a number of people or multiple sets to train. The cost advantages and the ability to discuss and resolve organisational issues are two major attractions of such training.

About InterAfrica Group

The InterAfrica Group specializes in helping private and public sector organisations measurably improve individual and organizational performance

Our comprehensive approach to helping organisations achieve results integrates consulting, training, research, strategic communication and affiliate capabilities with training to help you identify, address and measure all of the influences within your organisation that impact your success.

Our vision is to motivate people to deliver great service and achieve great results through organisational effectiveness and corporate culture

Our goal is to help you develop employees at all levels who demonstrate accountability and responsibility, and have an unequalled proficiency in working together to achieve organisational goals and objectives.

Developing & Managing Service Level Agreements

REGISTRATION

To participate in this programme, kindly complete the registration and send to:

Programme Manager
InterAfrica Group

Please make copies of this form for additional delegates

Title(Mr,Ms,Mrs, Dr,etc).....**First Name**.....

Surname.....**Position/Job Title**.....

Organisation.....

Address.....

City.....**Postcode**.....**Country**.....

Telephone.....**Fax**.....

Cell No.....**e-mail**.....

A receipt and joining instructions will be sent to you acknowledging registration details.

PARTICIPATION FEE: US\$1,995.00 per participant

This covers:

- Participation in the programme
- All documents, instruction and written materials
- Lunch & Refreshments

Hotel Accommodation

Fees do not include hotel accommodations, airline tickets etc, For assistance, kindly contact the programme director for a list of hotels.

PAYMENT: By Bank Transfer

BANK DETAILS

Bank:	First National Bank
Branch:	Western Gauteng IBC
Address:	Cnr. Main Avenue & Republic Road, Randburg, 2194 Republic of South Africa
Account Number:	0158194
Branch Code:	201-219
Swift:	FIRNZAJJ
Account Name:	InterAfrica Consulting

For further information, kindly contact:

	Danny
Tel:	+27 76 378 7015
Fax:	+27 86 651 6993
e-mail:	programmes@interafricaconsulting.com