

Service Level Agreements

Objective

A one day training course for delegates who need understand service level agreements.

Content

Introduction

- What is a service level agreement?
- How can we use a service level agreement?
- The status of a service level agreement
- Developing an environment for implementing service level agreements

The Structure of a Service Level Agreement

- Memorandum of agreement
- Terms and conditions of agreement
- The use of schedules in a service level agreement

Defining the Terms and Conditions of Agreement

- Common conditions for all service level agreements
 - Services
 - Term
 - Price
 - Customer duties
 - Change control
 - Disputes and arbitration
 - Termination
- Additional terms for more complex service level agreements
 - Insurance and indemnities
 - Performance
 - Defaults
 - Confidentiality
 - Disaster recovery and contingency planning

Preparing the Schedules to the Agreement

- The key schedules for any service level agreement
 - Service Specification
 - Pricing Schedule
- Considering additional schedules

Conclusions and Questions

Format

This is an interactive session that includes presentation, discussion, practical examples and case studies. All delegates will receive a comprehensive delegate handbook and supporting CD.

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