

SLA Syllabus

- **Principles and Functions of Service Level Agreements**
- Service level Management Description
- SLM Purpose/Goals/Objective
- SLM Scope
- SLM Value to the business
- SLM Policies/Principles/Basic Concepts
- **Key Elements of a Service Level Agreements**
- SLM Process Activities methods and Technique
- Designing SLA frameworks
- Service based SLA
- Customer Based SLA
- Multi-Level SLAs
- SLA Definition
- SLA Purpose
- SLA Types
- Level of SLA
- SLA Vs Contract
- SLA Format
- SLA Management Tasks
- SLA Management process
- Roles and responsibilities of SLA Management
- **Drafting your Service Level Agreement**
- Determine, Document and agree requirements for new services and product SLRs
- Monitor service performance against SLA
- Collate, Measure and improve customer satisfaction
- Review and revise underpinning agreements and service scope
- Product service reports
- Conduct service review and instigate improvement
- Review and revise SLAs, Service Scope and underpinning agreements
- **Managing the in-life SLA**
- Develop contacts and relationships
- Complaints and compliments
- Triggers, input, out puts and interfaces
- SLM process inputs
- SLM process outputs
- Key performance indicators
- Information management