

# Creating Internal Service Level Agreements

A Practical Guide To Building And Implementing Modern SLA

13 - 14 February 2023

This is an interactive Virtual Instructor-Led Training. Kindly ensure you have a working Webcam and Headset with Microphone.

- ✓ Strictly limited number of seats to ensure maximum learning and experience for all delegates
- ✓ Thorough and customised program to address current market concerns
- ✓ Provision of a digital certificate to delegates at the end of the trainings

## KEY BENEFITS OF ATTENDING

- **LEARN** things to consider before you kick-off the SLA
- **FAMILIARISE** with key objectives of SLA to be successful
- **PLAN** and draft a range of SLA
- **DETERMINE** appropriate key performance measurement parameters
- **IDENTIFY** pitfalls to avoid when drafting your SLA
- **FIND OUT** how to develop a responsibility matrix
- **ANALYSE** customer intervention options with an underperforming contractor
- **EXPLORE** different techniques to apply incentives – how to get the most out of incentives