

Strategic Service Level Agreements (SLA) for Corporates

Governance, Performance Monitoring & Value Delivery

27 & 28 October 2026

9.00am - 5.00pm | GMT +8



Concorde Hotel, KL

Zoom Platform

WHY YOU SHOULD ATTEND

In today's fast-paced corporate environment, internal operational friction and siloed workflows frequently stall business execution. This masterclass moves beyond basic templates to reframe Internal SLAs as powerful instruments of corporate governance, cross-team accountability, and proactive risk management.

By attending this highly interactive two-day programme, participants will be able to master the practical mechanics of structuring clear service catalogues and Service Level Objectives (SLOs) to improve cross-team transparency. Participants will also be able to enforce governance at the workplace by implementing resilient escalation paths, review cadences, and change control processes that align with their organisational goals. Most importantly, the participants will walk away from this training with a customised action plan to pilot resilient SLAs that elevates their team's operational excellence.

Organised by:



WEeventz Pte Ltd (Singapore)
WEeventz Malaysia Sdn Bhd (Malaysia)

TARGET AUDIENCES

This training is suitable for: -

- Internal service teams
- IT support
- Information Security
- HR service centres
- Facilities & Finance shared services
- Business unit managers
- Project/program managers and operations leads
- Procurement, legal and governance staff



This is a **Hybrid event** where participants can choose to attend **In Person** at our training venue or join **Virtually** via Zoom Platform.