

CONTRACTS MANAGEMENT | CON-005

Service Level Agreements: Design and Management

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Course content

Why Attend

Service level agreements define the quality and performance expected from service providers and internal functions. Poorly designed SLAs measure the wrong things or are impossible to enforce.

This Aractech course covers SLA purpose and structure, defining services and service levels, KPIs and measurement, service credits and incentives, governance and reporting, reviews and continuous improvement. Participants design an SLA for a real service.

Course Methodology

- Design workshops
- Case studies
- KPI exercises
- Negotiation role plays
- Group discussions

Course Objectives

- Explain the purpose and structure of SLAs
- Define services and service levels clearly
- Select measurable KPIs
- Design service credits and incentives
- Govern and report on SLA performance
- Review and improve SLAs

Target Audience

- Contract and vendor managers
- IT service managers

Course content

- Procurement professionals
- Shared services managers

Course outline

Detailed course outline

Day-by-day outline for Service Level Agreements: Design and Management.

Day 1 - SLA Fundamentals

- 09:00-09:45 | What SLAs are
- 09:45-10:30 | Internal and external SLAs
- 10:30-11:00 | Structure
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Structure (continued)
- 11:45-12:30 | Common problems
- 12:30-14:00 | Exercise: SLA critique

Day 2 - Defining Services

- 09:00-09:45 | Service descriptions
- 09:45-10:30 | Scope
- 10:30-11:00 | Responsibilities
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Responsibilities (continued)
- 11:45-12:30 | Dependencies
- 12:30-14:00 | Workshop: Service definition

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Day 3 - KPIs and Measurement

- 09:00-09:45 | Selecting KPIs
- 09:45-10:30 | Targets
- 10:30-11:00 | Measurement methods
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Measurement methods (continued)
- 11:45-12:30 | Data sources
- 12:30-14:00 | Exercise: KPI design

Day 4 - Credits and Incentives

- 09:00-09:45 | Service credits
- 09:45-10:30 | Incentives
- 10:30-11:00 | Earn-back
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Earn-back (continued)
- 11:45-12:30 | Termination triggers
- 12:30-14:00 | Role play: SLA negotiation

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Day 5 - Governance

- 09:00-09:45 | Reporting
- 09:45-10:30 | Reviews
- 10:30-11:00 | Continuous improvement
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Continuous improvement (continued)
- 11:45-12:30 | Relationship management
- 12:30-14:00 | Capstone: SLA design

Seminar dates

Available seminar dates

Live dates and pricing for Service Level Agreements: Design and Management generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Amsterdam	Classroom	€2,830
14 - 18 December 2026	Istanbul	Classroom	€1,978
18 - 22 January 2027	Rome	Classroom	€3,460
15 - 19 February 2027	Kuala Lumpur	Classroom	€1,925
15 - 19 March 2027	Barcelona	Classroom	€2,815
19 - 23 April 2027	London	Classroom	€2,315
17 - 21 May 2027	Geneva	Classroom	€4,315
21 - 25 June 2027	Amsterdam	Classroom	€2,830
19 - 23 July 2027	Istanbul	Classroom	€1,978
16 - 20 August 2027	Rome	Classroom	€3,460

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