



London TDM

Legal and Contracts Management Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 09 November 2025 To 13 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

This professional course on Service Level Agreements (SLAs) Management is designed to provide participants with comprehensive knowledge and skills necessary to effectively manage and optimize SLAs in various business contexts. Through interactive sessions, practical exercises, and real-world examples, attendees will gain a solid understanding of how to create, monitor, and improve SLAs to meet business goals and enhance service delivery.

Objectives

- Understand the key components and importance of Service Level Agreements.
- Learn how to design and implement effective SLAs tailored to business needs.
- Explore techniques for monitoring, measuring, and reporting SLA performance.
- Develop skills to manage and negotiate changes in SLAs effectively.
- Gain insights on best practices and emerging trends in SLA management.

Course Outlines

Day 1: Introduction to SLAs

- Definition and purpose of SLAs
- The role of SLAs in service management
- Components of an effective SLA
- Different types of SLAs and their applications
- Case studies: SLAs in various industries

Day 2: Designing Effective SLAs

- Identifying business and service requirements
- Setting clear and measurable SLA objectives
- Developing SLA terms and conditions
- Aligning SLAs with business goals
- Workshop: Creating a draft SLA

Day 3: Monitoring and Measuring SLA Performance

- Key performance indicators (KPIs) for SLAs
- Tools and techniques for SLA monitoring
- Reporting and analyzing SLA performance data
- Identifying and addressing SLA breaches
- Hands-on session: Using software for SLA monitoring

Day 4: Managing Changes in SLAs

- Recognizing the need for SLA modifications
- Negotiating changes with stakeholders
- Documentation and communication of changes
- Risk management in SLA adjustments
- Role-play: Navigating SLA change scenarios

Day 5: Best Practices and Emerging Trends in SLA Management

- Industry standards and frameworks for SLAs
- Leveraging technology to enhance SLA management
- Trends shaping the future of SLAs
- Measuring the impact of SLAs on business performance
- Group discussion: Innovations in SLA management