

Developing & Managing Service Level Agreements

Course programme

For further information, please contact training@apse.org.uk

09:45 - 10:00	REGISTRATION
10:00 - 11:15	UNIT 1: Why a Service Level Agreement? <ul style="list-style-type: none">• What is a Service Level Agreement?• Why use one?• Understanding SLAs
11:15 - 11:30	COMFORT BREAK
11:30 - 12:45	UNIT 2: Creating a Service Level Agreement <ul style="list-style-type: none">• Development Checklist• Planning the Process• Key Elements and their function
12:45 - 13:15	LUNCH
13:15 - 14:30	UNIT 3: Developing an SLA - Learning from others. <ul style="list-style-type: none">• Case Studies• Analysis
14:30 - 14:45	COMFORT BREAK
14:45 - 15:45	UNIT 4: Implementing & Managing an SLA <ul style="list-style-type: none">• Case Studies• Evaluating SLA's
15:45 - 16:00	PLENARY, FEEDBACK AND CLOSE