

Service Level Management for Practitioners Training Course



Developing Service Level Agreements (SLAs) and implementing Service Level Management (SLM) has become a key component in the drive to ensure that your support services are properly and effectively delivered.

The SLM process provides a methodology for introducing and implementing formal service agreements establishing reasonable expectations for the customers of the IT services. Without Service Level Agreements (SLAs), you are effectively telling your customers that you will support them any time, under any conditions, without any limitations.

The ITIL® and COBIT® frameworks serve as guides for establishing good, sound business practices for SLM.

Course Objectives

This two day practical training course introduces ITIL® compliant SLM practices needed to successfully introduce and implement SLAs between internal and/or external oriented IT-based service providers and customers.

The objective is to provide attendees with the necessary knowledge and skills to effectively participate in both the SLM process and the development of associated agreements.

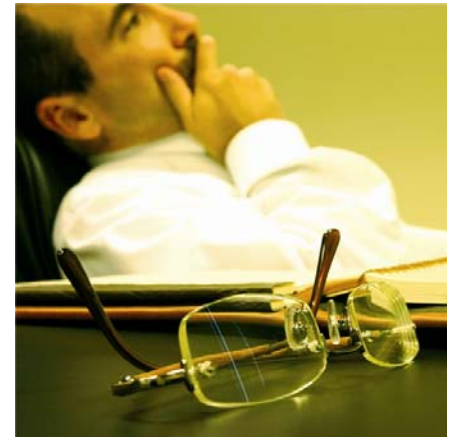
A further objective is to provide a perspective on the relationship between SLM and business alignment. Attendees will also be shown how to measure the effectiveness of a SLM programme, using the COBIT® management guidelines, and report on performance

Attendees are taught the best practice principles of correctly deploying SLM.

SLM entails several contractual documents that must be thorough, linked together and exist within the process.

Through a series of exercises based on a case study, students gain hands-on experience in developing / reviewing the required contracts and documents, e.g.:

- Service Catalogue
- Service Level Agreements (SLA)
- Operational Level Agreements (OLA)
- Underpinning Contracts (UC)



What you will learn

On completion of the course, you will be able to:

- Understand SLM process theory and implementation steps
- Determine Service Level requirements
- Define services and develop a Service Catalogue
- Define the scope of the SLA
- Create best practice and effective SLAs
- Create Operation Level Agreements
- Review Underpinning Contracts
- Measure and report SLM performance
- Understand the relationship of SLM to other processes and frameworks, e.g. ITIL® and COBIT®
- Monitor and Manage Your SLA

Who will benefit?

- IT Support Managers
- Staff involved in developing, implementing and supporting Service Level Agreements
- Business staff and management with interest or responsibility in assuring delivery of an IT service



Course Content



Introduction and Overview of SLM

- The strategic and business purpose behind implementing Service Level Agreements
- Aligning the SLM with the business requirements

The Identification Process

- Identifying participants and stakeholders
- Planning the SLM process – activities, costs, benefits and problems
- Service elements to be included in the SLA
- Establishing good, strong severity definitions
- Steps necessary to determine your service elements
- Compiling a service catalogue – characteristics, service requirements, relevant information

Developing your Service Level Agreement Format

- A phased approach to developing SLAs within your organisation
- Understanding customers' business needs and goals
- Defining the SLA required for each customer or group
- Choosing the right format for your SLA
- Drafting the SLA

Negotiating your SLM Documents and Services

- SLA review and reviewers
- How to coordinate management review and approval meetings
- Determine the customer requirements and document service levels

How to Measure and Report against your SLA

- Establishing baseline performance information
- The importance of measurement and reporting
- How to establish meaningful reporting for your customer and all stakeholders

How to Monitor, Review and Manage your SLA

- Changes/amendments to the SLA
- Applying KPIs to report on potential areas of weakness and implement corrective action
- Review performance against targets
- Recommend improvements and steps to rectify possible breaches – use a service improvement plan
- Identify the relationship of your SLA with other IT processes
- Record and implement the procedures required to ensure effective interface with various IT processes

Approach, Deliverables and Method

The practical hands-on course provides:

- Cross referencing and alignment to ITIL®'s SLA principles and COBIT®'s DS 1, Service Level Management
- Hands-on practical workshops and case studies
- Instruction from consultants with extensive operational experience across a broad range of public and private sector organisations

Course Deliverables:

- Comprehensive course notes and advice on further sources of information
- SLA Toolkit with templates for key SLM documents
- Certificate upon completion of the course

Delivery Method:

Classroom style - combining lecture, discussion and exercises utilising course materials, digital projector and flipchart.

In-house Training

All Analytix Courses are available in-house, should your organisation have a number of people or multiple sets to train. The cost advantages and the ability to discuss and resolve organisational issues are two major attractions of such training.

Consulting Services

Analytix also offers consulting services to support the design and implementation of BCM programmes.

Other services include IT Governance, ISO 27001 compliant ISMS implementation, IT maturity assessments, security certification assistance and performance management.

Register Today

To register, or for more information, please contact us:

Tel: 0861 ANALYTIX or 0861 262 598

Fax: +27 (011) 447 4192

Email: info@analytix.co.za

Web site: www.analytix.co.za

ANALYTIX CONSULTING (PTY) LTD

MLC House • 1st Floor • 50 Sixth Road • Hyde Park • 2196

PO Box 413988 • Craighall • 2024

www.analytix.co.za • info@analytix.co.za