



# Internal Service Level Agreement Drafting Training Course

25 – 29 April 2027  
Accra

## Internal Service Level Agreement Drafting Training Course

**Ref:** 643\_149300 **Date:** 25 – 29 April 2027 **Location:** Accra **Fees:** 4100 Euro

### Overview

Internal Service Level Agreement Drafting Training Course is a five-day course for service owners, contract, procurement, operations, shared-services, and performance functions who leave with an Internal SLA Drafting File. Participants define service boundaries, internal provider and customer roles, service targets, measurement rules, review controls, escalation paths, and change procedures. The course turns informal interdepartmental expectations into traceable operating agreements. Agile Leaders Training Center presents internal service level agreement drafting as an operational governance discipline.

### Who Should Attend

- Service ownership functions responsible for defining internal services, outcomes, and accountability
- Contract and procurement functions responsible for agreement structure and governance interfaces
- Operations functions responsible for service delivery, evidence, exceptions, and recovery
- Shared-services functions responsible for internal provider and customer relationships
- Performance functions responsible for measures, reporting, analysis, and review decisions
- Governance functions responsible for escalation, change control, and decision records

The course assumes participants define, deliver, receive, measure, or govern internal services and leaves out legal advice, external supplier contracting, and certification preparation.

### Departments and Industries

The course supports departments and industries that coordinate services across organizational boundaries.

- Shared services, operations, procurement, and contract management
- Finance, human resources, facilities, and administration
- Information technology, telecommunications, and professional services
- Healthcare, hospitality, and public services
- Manufacturing, logistics, construction, and energy

### Learning Objectives

By the end of this course, participants will be able to:



- Analyze internal service needs, boundaries, dependencies, and stakeholders
- Build service definitions, roles, responsibilities, and operating assumptions
- Apply measurable service targets and performance calculation rules
- Compare negotiation options and document agreed service conditions
- Evaluate performance evidence, exceptions, escalation, and review decisions
- Use change controls to maintain and improve internal agreements

## **Course Agenda**

### **Day 1: Internal Service Foundations**

- Internal Service Relationship Context Map
- Service Provider and Customer Role Matrix
- Service Boundary and Dependency Canvas
- Service Catalogue Entry Template
- Internal SLA Purpose and Scope Checklist

### **Day 2: Agreement Architecture and Drafting**

- Internal SLA Clause Architecture
- Service Description and Exclusion Schedule
- Responsibility and Handover Matrix
- Operating Assumption and Dependency Register
- Agreement Drafting Quality Checklist

### **Day 3: Measures and Negotiation**

- Service Level Objective Design Method
- Performance Indicator Definition Sheet
- Measurement Formula and Data Source Register
- Target, Threshold, and Exception Matrix
- Internal SLA Negotiation Preparation Canvas

### **Day 4: Governance and Improvement**

- Performance Review and Evidence Pack
- Service Exception and Escalation Pathway
- Issue Remediation Action Log
- Agreement Change Control Procedure
- Service Improvement Decision Cycle



## **Day 5: Internal SLA Drafting Practice**

- Exercise: Diagnose an Internal Service Boundary Gap
- Exercise: Draft Roles and Service Definitions
- Exercise: Test Measures and Target Rules
- Exercise: Negotiate Escalation and Change Controls
- Capstone Exercise: Internal SLA Drafting File

## **Practical Exercises**

The course uses suggested activities to apply internal service level agreement drafting across operating settings.

- Suggested activity: map finance and human-resources service boundaries, customers, dependencies, and exclusions.
- Suggested activity: draft measurable service targets and evidence rules for an information-technology support service.
- Suggested activity: review exceptions and escalation choices for a facilities service.
- Suggested activity: prepare an Internal SLA Drafting File for a shared logistics service.

## **FAQs**

### **Who suits internal service level agreement drafting training, and what does it assume?**

It suits functions that define, deliver, receive, measure, or govern internal services and assumes participants can interpret service needs, operating evidence, organizational procedures, and decision responsibilities.

### **How does internal service level agreement drafting differ from external contract drafting?**

Internal service level agreement drafting defines operating expectations, roles, measures, review, escalation, and change between organizational functions, while external contract drafting addresses legally enforceable terms with outside parties.

### **What should an internal service level agreement contain?**

An internal service level agreement should contain service scope, exclusions, provider and customer roles, dependencies, measurable targets, data sources, reporting rules, review forums, exception handling, escalation paths, and change controls.



## **How are internal service levels measured?**

Internal service levels are measured through defined indicators, calculation rules, data sources, reporting periods, thresholds, exclusions, evidence owners, and review decisions that connect results to service outcomes.

## **When should an internal SLA be changed?**

An internal SLA should be changed when service scope, demand, dependencies, resources, measures, risks, operating assumptions, or organizational responsibilities alter enough to make the current agreement inaccurate or ineffective.

## **Conclusion**

Participants leave with an Internal SLA Drafting File containing the context map, service entry, role matrix, clause architecture, measure definitions, negotiation record, review pack, escalation pathway, and change procedure. The file converts informal expectations into traceable operating terms. It supports consistent service delivery, evidence-based review, accountable escalation, and controlled improvement.