



IT Contracts and Service Level Agreements Management Course

1 – 5 November 2027
Vienna

IT Contracts and Service Level Agreements Management Course

Ref: 1659_222565 **Date:** 1 – 5 November 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

IT Contracts and Service Level Agreements Management Course is a one-week course for IT service managers, contract managers, procurement professionals and vendor governance teams, who leave with an IT Contract and SLA Management Pack. It connects service scope, IT contracts, service level agreements, SLA metrics, supplier performance and contract governance through documented controls. Participants build a practical basis for managing obligations, remedies, change and exit. Agile Leaders Training Center develops practical IT contract and SLA management capability.

Who Should Attend

- Technology service teams responsible for service scope and operational performance
- Commercial teams responsible for contract terms, obligations and remedies
- Procurement teams responsible for supplier selection and sourcing controls
- Vendor governance teams responsible for reviews, escalation and relationship oversight
- Risk and security teams responsible for data and cybersecurity requirements
- Legal support teams responsible for clause review and dispute controls

The course assumes participants support technology services, suppliers or commercial agreements at work, and it leaves out legal qualification, jurisdiction-specific advice and certification preparation.

Departments and Industries

The course supports departments and industries that depend on contracted technology services and measurable supplier outcomes.

- Information technology and service operations
- Procurement, commercial management and legal operations
- Cybersecurity, data governance and enterprise risk
- Financial services, insurance and professional services
- Healthcare, education and public services
- Energy, manufacturing, retail and logistics

Learning Objectives

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



- Build service scope and responsibility structures
- Apply SLA metrics, thresholds and reporting controls
- Evaluate supplier performance and service remedies
- Analyze IT contract clauses and security obligations
- Use change, escalation and dispute controls
- Build renewal, transition and exit plans

Course Agenda

Day 1: Service Scope and Contract Structure

- Service Description and Requirements Baseline
- IT Contract Document and Schedule Map
- Responsibility Assignment and RACI Matrix
- Deliverables Milestones and Acceptance Register
- Contract Obligation and Dependency Log

Day 2: SLA Measures and Remedies

- Service Level Agreement Structure Map
- SLA Metric Definition and Measurement Sheet
- KPI Threshold and Data Source Matrix
- Service Point and Service Credit Model
- Performance Report and Rectification Workflow

Day 3: Governance and Supplier Performance

- Contract Governance Forum and Decision Rights
- Supplier Evaluation Scorecard and Evidence Plan
- Performance Review Agenda and Action Tracker
- Escalation Path and Issue Severity Matrix
- Relationship Risk and Improvement Register

Day 4: Clauses Change and Exit Controls

- Data Handling and Security Obligation Checklist
- Cybersecurity Incident Responsibility Matrix
- Contract Change Request and Impact Assessment
- Dispute Resolution and Remedy Decision Tree
- Renewal Transition and Exit Readiness Plan



Day 5: IT Contract and SLA Practice

- Exercise: Diagnose a Service Scope Gap
- Exercise: Test SLA Metrics and Service Credits
- Exercise: Evaluate Supplier Performance Evidence
- Exercise: Resolve a Change and Dispute Scenario
- Capstone: IT Contract and SLA Management Pack

Practical Exercises

Suggested activities use service descriptions, performance records, supplier evidence and contract scenarios.

- Suggested activity: convert service requirements into measurable obligations and ownership assignments
- Suggested activity: calculate service-performance outcomes and select proportionate remedies
- Suggested activity: review data, security and change clauses against an operating scenario
- Suggested activity: assemble governance, review, renewal and exit artifacts into a management pack

FAQs

Who should take IT contracts and service level agreements training, and what does it assume?

It suits teams responsible for technology services, commercial agreements, procurement, supplier governance, risk or security who already support services or suppliers at work.

How does IT contracts and service level agreements training differ from general contract management training?

IT contract and SLA training concentrates on technology service scope, measurable performance, service credits, security obligations, change controls and service exit; general contract management applies across a broader range of purchases and agreements.

What should service level agreement metrics contain?

SLA metrics should define the service outcome, calculation method, data source, measurement period, threshold, exclusions, owner, reporting route and resulting action or remedy.

How do service credits work in IT contracts?

Service credits are contractually defined adjustments linked to specified service failures; their calculation, limits, exclusions and relationship to other remedies should be documented and governed.



Why do IT contracts need renewal and exit planning?

Renewal and exit planning clarifies decision points, data return, knowledge transfer, asset treatment, transition responsibilities, continuity controls and evidence needed to change or end a supplier arrangement.

Conclusion

Participants take back an IT Contract and SLA Management Pack containing scope, metric, governance, supplier-review, change, dispute, renewal and exit artifacts. The pack connects written obligations to operating evidence and decision rights. It helps teams manage supplier performance, control contractual change and prepare transitions consistently.