



Service Level Agreement Design and Management Training Course

24 – 28 May 2027
Addis Ababa

Service Level Agreement Design and Management Training Course

Ref: 641_223859 **Date:** 24 – 28 May 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Service Level Agreement Design and Management Training Course is a one-week course for contract, procurement, service, supplier, facilities, operations, and performance professionals who leave with an Operational SLA Management File. Participants convert service scope into measurable service levels, reporting rules, escalation paths, remedies, governance, and improvement decisions. The course connects service expectations with operational evidence across supplier and internal service relationships. Agile Leaders Training Center presents service level agreement management as a controlled performance discipline.

Who Should Attend

- Contract functions responsible for service terms, performance obligations, and change control
- Procurement functions responsible for sourcing services and governing supplier outcomes
- Service functions responsible for catalogs, targets, incidents, and customer experience
- Vendor functions responsible for supplier relationships, reviews, and corrective actions
- Operations and facilities functions responsible for service continuity and response performance
- Performance functions responsible for measures, evidence, dashboards, and reporting

The course assumes participants manage services, contracts, suppliers, or operational performance and leaves out legal advice, jurisdiction-specific drafting, and certification preparation.

Departments and Industries

The course supports departments and industries that depend on measurable internal or supplier-delivered services.

- Contracts, procurement, commercial, and supplier management
- Information technology, customer support, and shared services
- Facilities, maintenance, logistics, and property operations
- Healthcare, education, and public services
- Banking, telecommunications, and professional services

Learning Objectives

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



- Analyze service scope, users, dependencies, and boundaries
- Build measurable service levels and calculation rules
- Use governance roles, escalation paths, and review controls
- Evaluate performance evidence, exceptions, and remedies
- Apply change control to supplier and internal agreements
- Prioritize improvements through an operational SLA plan

Course Agenda

Day 1: Service Scope and Baseline

- Service Catalog and Scope Map
- Customer and Provider Responsibility Matrix
- Service Dependency and Assumption Log
- Current Performance Baseline Sheet
- SLA Lifecycle Governance Charter

Day 2: Levels and Measurement

- Service Level Objective Design Grid
- Availability and Response Calculation Rules
- Performance Indicator Definition Sheet
- Data Source and Evidence Register
- Measurement Boundary Validation Checklist

Day 3: Agreement Structure and Negotiation

- SLA Clause Architecture Map
- Service Exclusion and Exception Schedule
- Role and Escalation Pathway Matrix
- Remedy and Service Credit Decision Table
- SLA Negotiation Tradeoff Canvas

Day 4: Reporting and Improvement

- Service Performance Dashboard Design
- Variance and Root-Cause Review Method
- Supplier Service Review Agenda
- SLA Change Control Workflow
- Continual Improvement Action Register



Day 5: SLA Management Practice

- Exercise: Diagnose an Ambiguous Service Scope
- Exercise: Test a Service Level Calculation
- Exercise: Evaluate an Escalation and Remedy Case
- Exercise: Review a Supplier Performance Report
- Capstone Exercise: Operational SLA Management File

Practical Exercises

The course uses suggested activities to apply service level agreement management in cross-sector settings.

- Suggested activity: define scope and responsibilities for a facilities support service.
- Suggested activity: design response and restoration measures for an internal technology service.
- Suggested activity: assess evidence and remedies for a logistics supplier performance exception.
- Suggested activity: build an SLA review pack with actions, owners, and change decisions.

FAQs

Who suits service level agreement management training, and what does it assume?

It suits professionals responsible for contracts, procurement, services, suppliers, operations, facilities, or performance and assumes they can interpret service requirements and operational evidence.

How does service level agreement management differ from contract management training?

Service level agreement management concentrates on service scope, measurable targets, evidence, reporting, escalation, remedies, and improvement, while general contract management covers a wider set of commercial and lifecycle obligations.

What should a service level agreement measure?

A service level agreement should measure outcomes that matter to users and operations, using defined formulas, data sources, measurement windows, exclusions, responsibilities, and reporting rules.

How are service level agreement failures handled?

Service level agreement failures are handled through verified evidence, exception rules, escalation, root-cause review, agreed remedies, corrective actions, and controlled improvement decisions.

How often should service level agreements be reviewed?

Service level agreements should be reviewed at an agreed operational cadence and when material changes affect service scope, demand, dependencies, risks, measures, suppliers, or customer needs.



Conclusion

Participants leave with an Operational SLA Management File containing the scope map, responsibility matrix, measures, evidence register, clause architecture, escalation path, remedy table, dashboard, review agenda, change workflow, and improvement register. The file replaces ambiguous expectations with traceable service decisions. It supports consistent monitoring, review, escalation, and improvement across service relationships.