



London TDM

# Legal and Contracts Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 24 May 2026 To 28 May 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This professional course on Service Level Agreements (SLAs) Management is designed to provide participants with comprehensive knowledge and skills necessary to effectively manage and optimize SLAs in various business contexts. Through interactive sessions, practical exercises, and real-world examples, attendees will gain a solid understanding of how to create, monitor, and improve SLAs to meet business goals and enhance service delivery.

## Objectives

- Understand the key components and importance of Service Level Agreements.
- Learn how to design and implement effective SLAs tailored to business needs.
- Explore techniques for monitoring, measuring, and reporting SLA performance.
- Develop skills to manage and negotiate changes in SLAs effectively.
- Gain insights on best practices and emerging trends in SLA management.

## Course Outlines

### Day 1: Introduction to SLAs

- Definition and purpose of SLAs
- The role of SLAs in service management
- Components of an effective SLA
- Different types of SLAs and their applications
- Case studies: SLAs in various industries

### Day 2: Designing Effective SLAs

- Identifying business and service requirements
- Setting clear and measurable SLA objectives
- Developing SLA terms and conditions
- Aligning SLAs with business goals
- Workshop: Creating a draft SLA

### Day 3: Monitoring and Measuring SLA Performance

- Key performance indicators (KPIs) for SLAs
- Tools and techniques for SLA monitoring
- Reporting and analyzing SLA performance data
- Identifying and addressing SLA breaches
- Hands-on session: Using software for SLA monitoring

### Day 4: Managing Changes in SLAs

- Recognizing the need for SLA modifications
- Negotiating changes with stakeholders
- Documentation and communication of changes
- Risk management in SLA adjustments
- Role-play: Navigating SLA change scenarios

## **Day 5: Best Practices and Emerging Trends in SLA Management**

- Industry standards and frameworks for SLAs
- Leveraging technology to enhance SLA management
- Trends shaping the future of SLAs
- Measuring the impact of SLAs on business performance
- Group discussion: Innovations in SLA management