

# Course : SLA, define and manage service contract commitments

*Practical course - 2d - 14h00 - Ref. BPI*

*Price : 1590 CHF E.T.*

Service level agreements (SLAs) are used to meet the needs of internal and external customers. This training course enables you to translate service commitments into a practical approach to SLA management. This approach facilitates the possible outsourcing of services.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understanding the concept of a service contract
- ✓ Translating IT department service commitments into an SLA
- ✓ Implementing and managing a contract
- ✓ Analyze SLA implementation in the context of outsourcing and cloud computing

## Intended audience

Information systems managers, project managers, IT managers, quality controllers, financial managers, purchasing managers.

## Prerequisites

Basic knowledge of the components and role of the IT department within an organization, as well as concepts related to the notion of service offering.

## Course schedule

### PARTICIPANTS

Information systems managers, project managers, IT managers, quality controllers, financial managers, purchasing managers.

### PREREQUISITES

Basic knowledge of the components and role of the IT department within an organization, as well as concepts related to the notion of service offering.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Service level agreement (SLA): definition

- Service contract or agreement.
- Reminder of the different ITIL® commitments: requirements, catalog, agreements, contracts, improvement plan, etc.
- Service level management: availability, capacity, costs, continuity, security.
- Performance measurement. Definition and characteristics of outsourcing.
- The place of e-SCM-CL in outsourcing contracts.

### Exercise

Reflections on service level agreement (SLA) practices.

## 2 Service level agreement (SLA): evaluation

- Service positioning.
- Implications for the service provider and the client.
- The necessary resources.
- ISO 9000 version 2000 objectives.
- Criteria for choosing a service provider.
- Selection processes.

### Exercise

Reflections on establishing a service catalog. Establishing indicators and their relevance to a service desk.

## 3 Service level agreement (SLA): case studies

- Helpdesk: examples of financial and quality metrics.
- The user workstation.
- Fleet management.

### Exercise

Datacenter metrics and capacity management.

## 4 Service Level Agreement (SLA): contract implementation and monitoring

- Schematic diagram.
- Measurement tools.
- Macro-planning.
- The kick-off meeting.
- Activity monitoring.

### Exercise

Consideration of third-party application maintenance (TMA).

## 5 Offshore and information systems

- The state of the art.
- Offshore decision-making processes.
- Implementation and governance.
- Special features of offshore treatments.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 6 The case of Cloud Computing

- Changing consumption patterns.
- Points of view: decision-maker, user, IT specialist.
- SaaS offers.
- Contractualization.

### Dates and locations

#### REMOTE CLASS

2026 : 19 Mar., 11 June, 24 Sep.