

Service Level Agreements (SLA) Mastery: 5-Day Intensive

Marketing, Sales, Customer Service
Rome (Italy)
22 - 26 Sep 2025

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A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, creating a sense of depth and focus on the king piece.

Service Level Agreements (SLA) Mastery: 5-Day Intensive

Ref: 321489_134322 **Date:** 22 - 26 Sep 2025 **Location:** Rome (Italy) **Fees:** 4200 **Euro**

Course Description

This intensive 5-day course provides a comprehensive understanding of Service Level Agreements (SLAs). Participants will learn to create, implement, and manage effective SLAs to enhance business relationships and performance. The course covers SLA fundamentals, best practices, negotiation strategies, and performance monitoring techniques.

Learning Objectives

- Understand the purpose and components of Service Level Agreements
- Develop skills to create and negotiate effective SLAs
- Learn techniques for implementing and managing SLAs
- Gain insights into SLA performance monitoring and reporting
- Understand the role of SLAs in different industries and contexts

Course Modules

Day 1: Introduction to Service Level Agreements

- Definition and purpose of SLAs
- Key components of an effective SLA
- Types of SLAs and their applications
- SLA lifecycle management

Day 2: Creating and Structuring SLAs

- Identifying service requirements and metrics
- Defining service levels and performance indicators
- Structuring SLA documents
- Best practices in SLA design

Day 3: Negotiating and Implementing SLAs

- Negotiation strategies for win-win agreements
- Stakeholder management in SLA processes
- Implementing SLAs across organizations
- Change management for SLA adoption

Day 4: Monitoring and Managing SLA Performance

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- Performance measurement techniques
- SLA reporting and analytics
- Managing SLA breaches and escalations
- Continuous improvement of SLAs

Day 5: Advanced SLA Topics and Industry Applications

- SLAs in cloud computing and IT services
- SLAs in customer service and support
- Legal and compliance aspects of SLAs
- Future trends in SLA management

Practical Wins for Participants

- Create a comprehensive SLA template for immediate use
- Develop a negotiation strategy for your next SLA discussion
- Design an SLA performance monitoring dashboard
- Craft an SLA implementation plan for your organization

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight behind it. The board has a checkered pattern, and there are concentric circles in the background.

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