

COURSE OVERVIEW TM0957 **Service Legal Agreement (SLA)**

Course Title

Service Legal Agreement (SLA)

Course Date/Venue

July 20-24, 2025/Abu Dhabi Meeting Room,
The Tower Plaza Hotel, Dubai, UAE

Course Reference

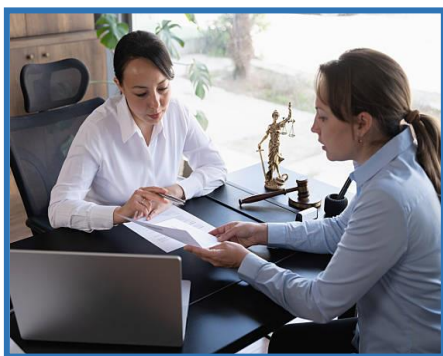
TM0957

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Service Legal Agreement (SLA). It covers the importance of service legal agreements in legal and compliance frameworks; the legal concepts relevant to SLAs, structure of an SLA document and types of SLAs; the risk management in SLAs, compliance requirements in SLA drafting, SLA planning and requirements gathering; setting SLA metrics and benchmarks and negotiation strategies for SLA terms; the roles and responsibilities, effective SLA clauses and approval and sign-off process; and the SLA rollout and onboarding, embedding SLA into operational processes, monitoring SLA compliance and managing SLA breaches.



During this interactive course, participants will learn the SLA review meetings and reports, change management in SLA and legal considerations for cross-border SLAs; the SLAs with outsourced service providers, auditing SLA performance and SLA penalties and incentives; benchmarking SLA performance covering peer comparison analysis and performance baselining; the technology for SLA management and legal dispute resolution in SLA; the compliance audits and SLA documentation, legal recordkeeping practices, document retention and updates; the role of compliance officers and ensuring traceability; and the key SLA templates and SLA continuous improvement programs.



Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on service legal agreement (SLA)
- Discuss the importance of service legal agreements in legal and compliance frameworks
- Recognize legal concepts relevant to SLAs, structure of an SLA document and types of SLAs
- Apply risk management in SLAs, compliance requirements in SLA drafting, SLA planning and requirements gathering
- Set SLA metrics and benchmarks and apply negotiation strategies for SLA terms
- Define roles and responsibilities, draft effective SLA clauses and apply approval and sign-off process
- Implement SLA rollout and onboarding, embedding SLA into operational processes, monitoring SLA compliance and managing SLA breaches
- Prepare SLA review meetings and reports, apply change management in SLA and discuss legal considerations for cross-border SLAs
- Evaluate SLAs with outsourced service providers, audit SLA performance and discuss SLA penalties and incentives
- Benchmark SLA performance covering peer comparison analysis and performance baselining
- Identify technology for SLA management and legal dispute resolution in SLA
- Apply compliance audits and SLA documentation comprising of legal recordkeeping practices, document retention and updates, role of compliance officers and ensuring traceability
- Review key SLA templates and develop SLA continuous improvement programs

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend


This course provides an overview of all significant aspects and considerations of service legal agreement (SLA) for contract managers and legal advisors, procurement and vendor management professionals, compliance officers and risk managers, project managers and business analysts, service delivery managers, customer relationship and account managers, operations and support team leads and those who are involved in defining, negotiating, managing, or ensuring compliance with service-level expectations.

Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

- 
British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- 
The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.



Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-ATP, is a **Senior Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Creating Customer Experiences**, **Exceeding Customer Expectations**, **Excellence in Customer Services Using NLP** (Neuro Linguistic Programming), **Customer Service Excellence**, **Advanced Customer Orientation**, **Customer Satisfaction**, **Effective Internal Customer Care**, **Customer Value Management**, **Certified Customer Journey**, **Problem Solving & Decision-Making**, **Creative Thinking Techniques**, **Strategic Problem Solving** in Petroleum Operations, **Strategic Talent Management**, **Talent Management Succession Planning**, **Career Path Planning & Performance Management**, **Talent Development**, **Coaching & Mentoring Techniques**, **Developing Effective Partnerships**, **Relationship Management**, **Negotiation Skills**, **Developing Personal Resilience**, **Situational Analysis**, **Corporate Communication & Public Relations**, **Effective Communication & Influencing Skills**, **Improving Influencing Skills**, **Teamwork & Communication Skills**, **Effective Team Working Skills**, **Therapeutic Communication Skills**, **Leadership & Teambuilding Skills**, **Interpersonal Skills & Teamwork**, **Team Work Skills**, **Excellence Team Building**, **Transforming Personal & Team Effectiveness**, **Goal Setting & Team Building**, **Strategic Planning & Decision Making**, **Contractors Agreement**, **Service Level Agreement (SLA)**, **Supplier Assessment & Performance Management**, **Supplier Management**, **Procurement & Techniques**, **Effective Contractors Management**, **Contracting & Outsourcing**, **Cultural Diversity in the Workplace**, **Cross Cultural Awareness**, **Culture Diversity & Inclusion**, **Stress Management**, **Managing Conflict & Difficult Behaviour**, **Time Management & Stress Control**, **Business Process Improvement & Development**, **Business Excellence Methodologies**, **Strategic Business Process Management**, **Business Process Analysis**, **Business Process Mapping & Modelling**, **Business Process Optimization**, **Planning**, **Scheduling & Monitoring**, **Project Planning**, **Planning Cycle & Techniques**, **Work Budgeting & Cost**, **Human Resource Management**, **Feedback Development**, **HR Strategic Planning**, **Effective HR Strategies**, **Interpersonal & Relationship Management**, **Global & Cultural Effectiveness**, **Business Acumen & Critical Evaluation**, **Self Confidence & Self Worth**, **Behavioral Flexibility**, **Managing Dynamic Work Environments**, **Flexibility in the Workplace**, **Flexibility & Work Practices**, **HR Process**, **HR Strategies**, **HR Lifecycle**, **Talent Management**, **General Services Policies & Procedures** **Operating Manual**, **Organizations Policies & Procedures**, **Non-Compliance Reporting**, **Decision Making**, **Strategic Human Resources Management**, **Change Management**, **Organizational Development**, **Career Management**, **Situation & Behaviour Analysis**, **Coaching Skills**, **Negotiation Skills**, **Strategic Planning**, **Time Management**, **Budget & Cost Estimation**, **Risk Analysis & Risk Management**, **Stress Management**, **Inventory Management** and **Financial Administration**. Further, he is also well-versed in **Water Supply System Security**, **Vulnerability & Terrorism**, **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Preventive Actions** and **Situation Analysis**. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the **South African Railway (SAR)**, **Department of Education & Culture**, **ESKOM**, **Logistic Technologies (Pty. Ltd)**, **Human Development: Consulting Psychologies (HDCP) & IFS**, **Mincon**, **Eagle Support Africa**, **Sprout Consulting**, **UKZN**, **Grey Campus**, **Classis Seminars**, **CBM Training**, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a **National Higher Diploma** and a **National Technical Diploma in Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the **VMedu**, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the **Health Professions Council of South Africa (HPCSA)**, a **Registered Educator** by the **South African Council for Educators (SACE)** and a **Registered Facilitator, Assessor & Moderator** with **Education, Training and Development Practices (ETDP) SETA**. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 20th of July 2025

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Service Legal Agreements Definition and Purpose of SLAs • Difference Between SLA, OLA, and UC • Importance in Legal and Compliance Frameworks • Stakeholders Involved in SLA Development
0930 – 0945	Break
0945 – 1030	Legal Concepts Relevant to SLAs Contract Law Basics • Terms, Conditions, and Enforceability • Breach of Contract Implications • Legal Jurisdiction and Governing Law
1030 – 1130	Structure of an SLA Document Core Components and Layout • Scope of Services • Roles and Responsibilities • Performance Metrics and KPIs
1130 – 1215	Types of SLAs Customer-Based SLAs • Service-Based SLAs • Multi-Level SLAs • Vendor/Supplier SLAs
1215 – 1230	Break
1230 – 1330	Risk Management in SLAs Identifying Legal and Operational Risks • Allocation of Liability • Indemnity and Insurance Clauses • Escalation Procedures

1330 – 1420	Compliance Requirements in SLA Drafting Regulatory Standards and Mandates • Industry-Specific Compliance (e.g., GDPR, HIPAA) • Confidentiality and Data Protection Clauses • Auditability and Documentation
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 21st of July 2025

0730 – 0830	SLA Planning & Requirements Gathering Service Catalog Analysis • Identifying Business Requirements • Defining Service Level Objectives (SLOs) • Collaboration with Stakeholders
0830 – 0930	Setting SLA Metrics & Benchmarks Key Performance Indicators (KPIs) • Availability and Uptime Metrics • Response and Resolution Times • Measurement Tools and Techniques
0930 – 0945	Break
0945 – 1100	Negotiation Strategies for SLA Terms Interest-Based Negotiation Techniques • Legal Pitfalls in Negotiation • Handling Conflicting Priorities • Reaching Consensus with Vendors/Customers
1100 – 1215	Defining Roles & Responsibilities Provider Obligations • Customer Obligations • Third-Party/Vendor Involvement • Dispute Resolution Roles
1215 – 1230	Break
1230 – 1330	Drafting Effective SLA Clauses Performance Obligations • Penalty and Incentive Clauses • Force Majeure Provisions • Exit Strategies and Termination
1330 – 1420	Approval & Sign-Off Process Legal Review and Approvals • Stakeholder Alignment • Internal Sign-Off Protocols • Change Control and Versioning
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 22nd of July 2025

0730 – 0830	SLA Rollout & Onboarding Project Planning for SLA Implementation • Change Management Approach • Stakeholder Training • Communication Strategy
0830 – 0930	Embedding SLA Into Operational Processes Integration with Service Delivery • Internal Workflow Adjustments • Monitoring Tools Implementation • Linking SLAs to Performance Reviews
0930 – 0945	Break
0945 – 1100	Monitoring SLA Compliance Tools for Tracking Service Performance • Data Sources and Reliability • Dashboards and Reporting Frameworks • Frequency and Methods of Measurement

1100 – 1215	Managing SLA Breaches Early Detection Mechanisms • Root Cause Analysis • Incident Escalation and Management • Remedies and Enforcement
1215 – 1230	Break
1230 – 1330	SLA Review Meetings & Reports Performance Review Templates • Setting Up Governance Forums • Reporting Intervals and Content • Feedback Collection and Analysis
1330 – 1420	Change Management in SLA Process for Revising SLAs • Version Control and Documentation • Communication of Changes • Ensuring Continued Compliance
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 23rd of July 2025

0730 – 0830	Legal Considerations for Cross-Border SLAs Jurisdictional Challenges • Enforceability in Different Regions • International Data Transfer Compliance • Multilingual SLA Provisions
0830 – 0930	SLAs with Outsourced Service Providers Outsourcing Models (BPO, ITO, etc.) • Subcontractor Obligations • SLA Back-to-Back Arrangements • Risk Mitigation in Outsourcing
0930 – 0945	Break
0945 – 1100	Auditing SLA Performance Internal Audit Criteria • External Audit Requirements • Compliance Gap Analysis • Corrective and Preventive Actions
1100 – 1215	SLA Penalties & Incentives Service Credits and Liquidated Damages • Incentive Structures and Bonuses • Performance Improvement Plans • Legal Implications of Penalties
1215 – 1230	Break
1230 – 1330	Benchmarking SLA Performance Internal versus Industry Benchmarks • Peer Comparison Analysis • Performance Baselineing • Lessons Learned from Benchmarking
1330 – 1420	Technology for SLA Management SLA Tracking Software (e.g., ServiceNow, Remedy) • Automation Tools for Alerts and Reporting • Integration with ITSM Platforms • AI and Predictive Analytics in SLA Monitoring
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5: Thursday, 24th of July 2025

0730 – 0830	Case Studies on SLA Success & Failure Real-World SLA Dispute Resolution • High-Impact SLA Failures and Lessons • Successful SLA Implementation Case • Industry-Specific Examples
0830 – 0930	Legal Dispute Resolution in SLA Mediation and Arbitration Clauses • Litigation Risks and Process • Evidence Collection and Documentation • Legal Remedies and Cost Implications

0930 – 0945	Break
0945 – 1030	Compliance Audits & SLA Documentation <i>Legal Recordkeeping Practices • Document Retention and Updates • Role of Compliance Officers • Ensuring Traceability</i>
1030 – 1215	Review of Key SLA Templates <i>Annotated Sample SLAs • Comparison of Good versus Poor SLAs • Checklist for Drafting Quality SLAs • Template Customization Techniques</i>
1215 – 1230	Break
1230 – 1300	SLA Continuous Improvement Programs <i>Post-Implementation Evaluation • Continuous Service Improvement (CSI) • Feedback Loops and Surveys • SLA Lifecycle Management</i>
1300 – 1345	Final Workshop & Group Exercise <i>SLA Drafting Simulation • Team Negotiation Exercise • Compliance Checklist Assessment • Q&A, Feedback and Wrap-Up</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org