Training Course:
Developing and Managing IT contracts and Service Levels Agreements

24 - 28 June 2024
London (UK)
Landmark Office Space - Oxford Street

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Training Course code: IT1942 From: 24 - 28 June 2024 Venue: London (UK) - Landmark Office Space - Oxford Street
Training Course Fees: 5775 ⏻ Euro

Introduction:

Welcome to the Developing and Managing IT Contracts and Service Level Agreements training program. This comprehensive 5-day program, totaling 25 hours, is designed to provide IT professionals, contract managers, and procurement officers with the knowledge and skills necessary for effective contract and service level agreement SLA management in the IT domain. Throughout this training, participants will understand the fundamentals of developing and managing IT contracts and SLAs, learn strategies for successful contract negotiation and drafting, and develop the skills required to effectively manage vendor relationships and contract performance. Additionally, the program will cover essential topics such as SLA development and monitoring, risk mitigation, and dispute resolution. Whether you are new to contract management or seeking to enhance your existing skills, this program will equip you with the tools and techniques needed to navigate the complexities of IT contracts and SLAs and achieve successful outcomes.

- Overview of the training program

- Importance of effective contract and service level agreement SLA management in IT

- Explanation of the impact of poorly managed contracts and SLAs

- Setting expectations and objectives

Objectives:

- Understand the fundamentals of developing and managing IT contracts and SLAs

- Learn strategies and best practices for contract negotiation and drafting

- Develop skills to effectively manage vendor relationships and contract performance

- Gain knowledge of SLA development and monitoring

- Enhance the ability to mitigate risks and resolve disputes in IT contracts

Target Audience:

This training program is designed for IT professionals, contract managers, project managers, procurement officers, and anyone involved in developing and managing IT contracts and SLAs. It is suitable for both beginners and experienced professionals looking to enhance their skills in this domain.

Training Program Outline

Day 1:

Introduction to IT Contracts and SLAs

- Importance of IT contracts and SLAs

- Overview of legal considerations in IT Contracts

- Key components of IT contracts and SLAs

- Understanding roles and responsibilities in contract management

- Introduction to performance metrics and service level objectives

Day 2:

Contract Negotiation and Drafting

- Strategies and Techniques for effective contract negotiation

- Understanding contractual terms, conditions, and obligations

- Drafting IT contracts: essential elements and best practices

- Reviewing and managing contract risks

- Case studies and role plays on contract negotiation and drafting

Day 3:

Vendor Relationship Management

- Importance of vendor relationship management

- Strategies for selecting and managing IT vendors

- Developing effective vendor communication and governance frameworks

- Vendor performance management and reporting

- Group exercises and discussions on vendor relationship management

Day 4:

Service Level Agreements SLAs Development and Monitoring

- Introduction to service level agreements SLAs

- Key components of SLAs and their importance

- Developing measurable SLAs and service level targets

- Monitoring and reporting on SLA compliance

- Practical exercises and case studies on SLA development and monitoring

Day 5:

Risk Mitigation and Dispute Resolution

- Identifying and mitigating risks in IT contracts and SLAs

- Strategies for managing contract disputes and conflicts

- Escalation and resolution procedures for contract and SLA issues

- Contract termination and exit strategies

- Wrap-up, summary, and next steps

Registration form on the Training Course:
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Payment Method

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