



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

*30 September - 4 October 2024  
Geneva (Switzerland)*

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

Training Course code: IT1942 From: 30 September - 4 October 2024 Venue: Geneva (Switzerland) - 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: Developing and Managing IT contracts and Service Levels Agreements

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
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