



*Training Course:
Service Level Agreement (SLA)*

*7 - 11 July 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Service Level Agreement (SLA)

Training Course code: SC236060 From: 7 - 11 July 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur
Training Course Fees: 6000 € Euro

Introduction

In today's service-driven and outsourced business environment, Service Level Agreements SLAs are vital instruments for managing service expectations, mitigating risks, and ensuring legal enforceability. This course, designed by Global Horizon Training Center, provides participants with an in-depth understanding of the legal, compliance, operational, and performance-related aspects of SLAs. Special attention is given to aligning SLAs with regulatory requirements, compliance obligations, and organizational objectives, ensuring risk minimization and value creation in contractual relationships.

Objectives

Upon completion of this course, participants will be able to:

- Define and understand the purpose, structure, and components of effective SLAs
- Draft and review SLAs with a legal and compliance perspective
- Identify and mitigate legal and regulatory risks embedded in service agreements
- Align SLA terms with operational capabilities and compliance frameworks
- Monitor, evaluate, and enforce SLA performance metrics
- Resolve disputes and enforce accountability in service relationships

Course Methodology

The course uses a combination of:

- Interactive expert-led sessions
- Case studies of real-world SLA successes and failures
- Practical exercises in SLA drafting and review
- Legal scenario analysis and contract negotiation simulations
- SLA performance evaluation and risk assessment workshops

Organizational Impact

Organizations that invest in this training will benefit from:

- Legally sound and clearly defined SLAs that minimize disputes
- Stronger alignment between legal, compliance, and service delivery teams
- Reduced regulatory and contractual risks
- Enhanced ability to hold vendors and internal service providers accountable
- Improved quality of services and supplier performance
- Streamlined SLA governance and monitoring systems

Target Audience

This course is designed for professionals in:

- Legal and Compliance Departments
- Contract Management and Procurement Teams
- Vendor and Supplier Relationship Management
- Service Delivery, IT, and Operations Departments
- Risk Management and Internal Audit Functions
- Business Continuity and Governance Teams

Outlines

Day 1: Introduction to SLAs and Legal Foundations

- Understanding the concept and objectives of SLAs
- Legal basis for SLAs: contracts, liabilities, and enforceability
- Difference between SLAs, MOUs, SOWs, and OLAs
- Key SLA types: internal vs. external
- Role of SLAs in corporate compliance and governance
- Case study: Failed SLA scenarios and their legal consequences

Day 2: SLA Structure and Core Components

- Key elements of a robust SLA
- Defining service scope, roles, and responsibilities
- Performance indicators and service level objectives SLOs
- Legal and compliance clauses: confidentiality, data protection, penalties
- Service exclusions, limitations, and force majeure
- Exercise: Drafting a sample SLA for a legal-critical service

Day 3: Risk Management and SLA Compliance

- Compliance risks in service delivery and how SLAs mitigate them
- Regulatory and industry-specific compliance considerations
- Integrating SLA obligations with internal policies and procedures
- Third-party risk management and due diligence
- Auditing and monitoring SLA compliance

Day 4: SLA Performance Management and Enforcement

- Techniques for tracking and evaluating service performance
- Using KPIs and dashboards for SLA monitoring
- Reporting obligations and review meetings
- Enforcement mechanisms: penalties, credits, and termination rights
- Dispute resolution and escalation protocols

Day 5: SLA Negotiation, Continuous Improvement, and Governance

- Best practices in SLA negotiation and stakeholder alignment
- Legal negotiation tactics and redline management
- SLA lifecycle management and continuous improvement loops
- Governance structures for SLA oversight
- Aligning SLAs with strategic goals and risk appetite

Registration form on the Training Course: Service Level Agreement (SLA)

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