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Service Level Agreements

Making them work!

LONDON-2010-DATE TO BE CONFIRMED



PROGRAMME (1 Day)

This popular one-day seminar is designed for all those in the public sector who purchase OR provide services and wish to use SLAs as a mechanism to 'contract' for these services. SLAs within the organisation and between organisations will be examined during the day. No previous experience of SLAs will be assumed.

Service Level Agreements (SLAs)

- What are SLAs and how can they be used?
- Legal status?

Service Mapping

An exercise to map out the service relationships within different types of organisation

SLA Framework

Form & Content of SLAs

- Memorandum of Agreement
- Conditions of Agreement
- Specification of Work
- Pricing and Activity Schedule
- A Framework for a simple SLA

Memorandum of Agreement

How to prepare a Memorandum of Agreement

Conditions of Agreement

- Parties; payment; length; fluctuations; arbitration; monitoring; modifications; indemnity; default, etc.
- Case Study: Drafting the Conditions of Agreement

Specification of Work

- Methods of writing Service Specifications
- The purpose of a specification
- Quality and performance standards
- Activity levels - dealing with fluctuations
- Case Study: An extended case study to prepare a specification of work for the service of your choice

Costing, Pricing and Activity Schedule

- Costing - different approaches
- Contract types
- Costing and pricing policy
- A 'bottom up' exercise to price a service of your choice

0945 Registration, 1000 Start, 1630 Close, Lunch is included

Venue - City Centre Hotel Location
To be confirmed - Parking available

Fee per delegate
£270.00 plus £47.25 VAT Total £317.25

This seminar can also be run In-House
Please ask for details

FAX BOOKING LINE
0113 298 2088

e-mail
mail@publicsecta.com

www.publicsecta.com

ETC is one of the leading providers of short course training to the public sector in the UK, Ireland & Europe, with a fifteen year plus track record of delivering practical, detailed and focused training that will help you to 'do your job better'

Presented by: Peter Fitton CPFA, Associate Consultant, ETC

Peter is a regular, popular and well respected presenter for ETC and has successfully delivered this seminar to a wide range of public sector audiences across the UK, Ireland and Europe. He is a CIPFA qualified accountant with enormous practical 'hands on' experience of advising and training public sector organisations on Service Level Agreements, Procurement, Tendering, Contracting, Service Commissioning, Specification Writing, Contract Management and Monitoring, Outsourcing and Market Testing. Peter has worked extensively within the public sector, as well as for a range of consultancy practices advising the public sector.

ETC, PO Box 999
Leeds LS16 0AA



Telephone 0113 230 6170

BOOKING FORM

SERVICE LEVEL AGREEMENTS

2010 - London - Date to confirmed

ORGANISATION _____

① First Name _____ Surname _____

ADDRESS _____

Job Title _____

② First Name _____ Surname _____

POSTCODE _____

Job Title _____

TEL inc STD	FAX inc STD	e-mail
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