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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**

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**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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