

Course Name

SLA Management and Service Performance

Sector Name

Quality Management & Operational Excellence

Document Type

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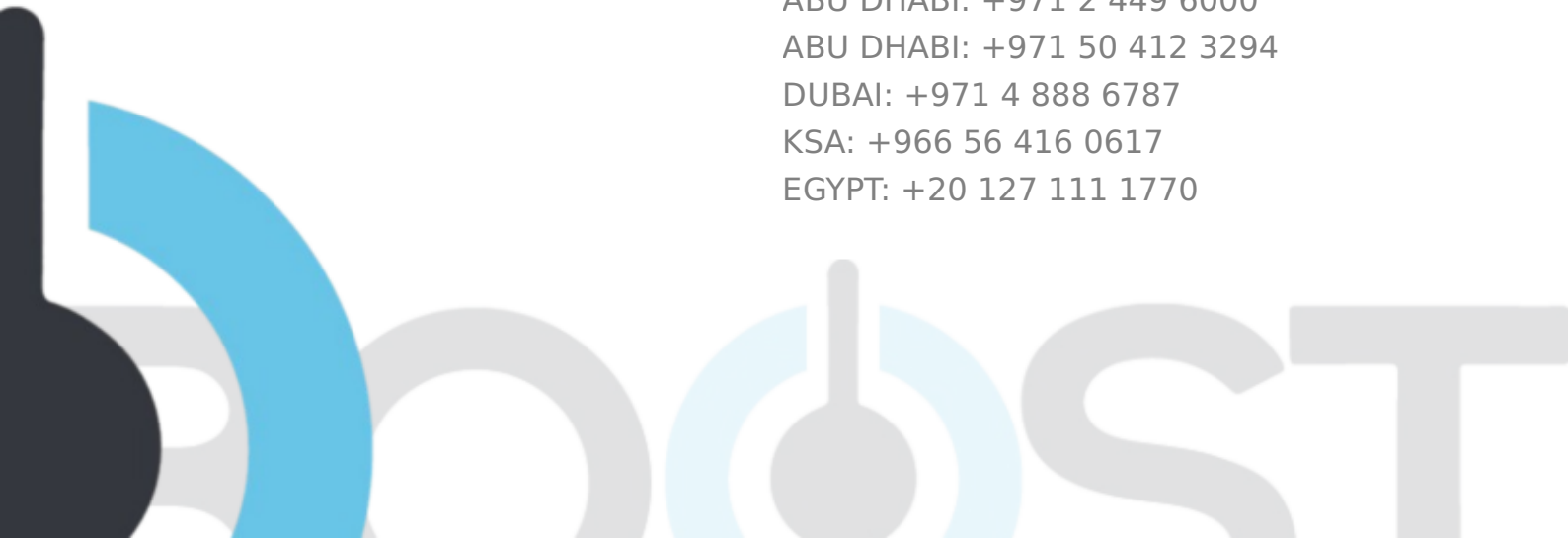
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SLA Management and Service Performance

Course Introduction

Service Level Agreements (SLAs) have become a cornerstone of effective service management, ensuring that services are delivered consistently, transparently, and in alignment with organizational expectations. Whether managing internal support services or outsourced operations, organizations rely on well-defined SLAs to establish measurable service commitments, monitor performance, improve accountability, and drive continuous service improvement. Effective SLA management enables organizations to transform service delivery from subjective expectations into measurable business outcomes that enhance customer satisfaction and operational excellence.

Designed by **Boost Consulting & Training**, this comprehensive program provides participants with practical knowledge, methodologies, and international best practices required to design, implement, monitor, and continuously improve Service Level Agreements. Participants will learn how to define meaningful service standards, develop service performance metrics, analyze operational data, manage service exceptions, and establish governance frameworks that ensure long-term service excellence.



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Target Audience

- ✓ Service Delivery Managers
- ✓ General Services Managers
- ✓ Facilities Managers
- ✓ Contract and Vendor Management Professionals
- ✓ Operations Managers
- ✓ Professionals responsible for monitoring service quality and operational performance

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Learning Objectives

- ✓ Understand the principles and business value of Service Level Agreements.
- ✓ Develop measurable SLAs aligned with operational and customer requirements.
- ✓ Monitor and evaluate service performance using meaningful metrics.
- ✓ Analyze service gaps and implement corrective improvement actions.
- ✓ Build effective reporting and communication mechanisms for service performance.
- ✓ Establish governance practices that sustain service quality and continuous improvement.

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Course Outline

✓ Day 01

Designing Service Expectations

Understanding Service Level Management

- ✓ Service Level Management principles
- ✓ Relationship between SLAs and business objectives
- ✓ Identifying customers, stakeholders, and service expectations

Building Effective SLAs

- ✓ Defining service scope and responsibilities
- ✓ Developing measurable service commitments
- ✓ Establishing realistic service targets

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Course Outline

✓ Day 02

Creating Meaningful Performance Measurements

Selecting Service Metrics

- ✓ Choosing meaningful KPIs
- ✓ Defining response, resolution, and availability metrics
- ✓ Balancing operational and customer-focused indicators

Building Performance Dashboards

- ✓ Service scorecards and dashboards
- ✓ Data collection methods
- ✓ Visualizing service performance trends

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Course Outline

✓ Day 03

Monitoring Service Delivery

Tracking Service Performance

- ✓ Monitoring SLA compliance
- ✓ Identifying performance deviations
- ✓ Managing service incidents and escalations

Service Review Processes

- ✓ Conducting operational service reviews
- ✓ Root cause analysis for recurring issues
- ✓ Collaborative performance review meetings

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Course Outline

✓ Day 04

Driving Service Improvement

Managing Service Gaps

- ✓ Identifying improvement opportunities
- ✓ Developing Service Improvement Plans (SIPs)
- ✓ Prioritizing corrective and preventive actions

Enhancing Customer Value

- ✓ Customer satisfaction measurement
- ✓ Voice of Customer (VoC) analysis
- ✓ Strengthening service relationships through continuous improvement

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Course Outline

✓ Day 05

Service Governance & Performance Excellence

Governing Service Performance

- ✓ SLA governance structures
- ✓ Performance reporting and executive oversight
- ✓ Compliance, accountability, and audit readiness

Building a High-Performance Service Culture

- ✓ Integrating SLAs into organizational performance management
- ✓ Leveraging AI and predictive analytics for service monitoring
- ✓ Developing a roadmap for sustained service excellence

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 14, 2026	Sept. 18, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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