The Service Level Agreement Management course has specifically been developed to assist Facilities Managers to effectively and efficiently manage appointed contractors. Key points addressed in this course include:

Duration: 2.5 Days

SECTION 1 INTRODUCTION
Introduction
Recent Trends
Placing this Course in Context

SECTION 2 DEFINITIONS AND ORIENTATION
What is a Contract?
Where Does It Fit In?
What is Contract Management?
Maintain the Relationship
What is a Contract for?
The Contract Management Lifecycle
Critical Success Factors
Where Things Go Wrong
Contracts that are Required to be in Writing

SECTION 3 PROJECTS AND CONTRACTS
Projects vs. Contract
Definitions of Project and Contract Management
Areas of Knowledge of Project and Contract Management
Conclusion

SECTION 4 CONTRACT STRATEGY
Components in this Process
Introduction
Compiling the Business Case
Content
Service Specifications
Total Cost of Ownership
Risk Analysis
Risk Measurement
Dealing with Risk
Whether to Contract?
Taking the Decision Up-front

SECTION 4 Why Outsource?
CONTINUED

What to Contract?
How to Contract
Delivery Mechanism
Relationship
Cost Model (Pricing Structure)

SECTION 5  SERVICE SELECTION

Components in this Process
Introduction
Define the Requirements
Compile the Total Cost of Ownership (TCO)
Compile the Request for Proposal (RFP)
Managing the RFP Process
Identifying the Preferred Bidder

SECTION 6  CONTRACT DEVELOPMENT

Components in this Process
Introduction
contract compilation
- Introduction and Purpose
- Factors to Consider
- Generic Structure for Service Delivery Contract
- The Master Service Agreement (MSA)
- The Scope of Works (SOW)
- The Service Level Specifications (SLS)
- Building in Continuous Improvement
- The Letter of Intent
- Summary of Principles of Drafting and Development
Negotiations
- Introduction and Context
- The Time Taken for Negotiations
- Formal Negotiations
Conclusion of Contract
Implementation of the Contract
- Introduction and Purpose
- Implementation Plan
- Human Resource Issues
- Existing Contracts
SECTION 7   OPERATIONAL MANAGEMENT
Components in this Process
Introduction
Monitoring Contract Performance
- Resource Allocation
- Levels and timing of Supervision
- Meetings and Reports
- Audits and Inspections
- System to Assist in Monitoring
Dealing with Scope Changes
Breach, Dispute and Remedy

SECTION 8   CONTRACT FINALISATION
Components in the Process
Introduction
Strategic Decision to Renew or Close
- Drivers and Timeframes
- Options are the End of the Contract
- The Cost of Changing
- Summarising the Contracts Highlights
Transition

SECTION 9   CONTRACT MANAGER COMPETENCIES
Components in this Process
Behavioural Competencies
- Building Partnerships
- Client Focus
- Relationship Management
- Problem Resolution
- Contract Delivery
Underlying Values
Development Areas