

## ITIL® Practitioner: Service Level Management

This 3-day practitioner level course consists of dynamic, intensive, and interactive workshops to improve your techniques for defining service level management objectives, assessing your organization's readiness, defining a Service Catalogue, facilitating the establishment of customer's requirements and metrics, drafting a Service Level Agreement (SLA), and creating/reviewing Operational Level Agreements and contracts.

This course also allows you to apply the processes and procedures required for the review of SLAs, Underpinning Agreements, and the service level management process.

### PARTICIPANT EVALUATIONS

"The course provided a rounded view of SLM. The presenter was clear and concise. Great work!" Lance Wilson, *Canadian Tire*

"Excellent course...no recommendations for improvements... did a great job!" Jeremy Hardman, *Canadian Tire*

"Course execution was well paced and the instructor managed the flow effectively." James Pasichny, *Canadian Tire*

### LEARNING OBJECTIVES

Participants will gain practical skills to:

- Establish service level management objectives.
- Assess an organization's readiness for service level management implementation.
- Prepare a Service Catalogue and Service Level Requirements.
- Determine the appropriate SLA structure.
- Draft SLA and facilitate its review with customers.
- Create and/or review Underpinning Agreements – OLAs and contracts.
- Negotiate and agree to SLAs with customers.
- Design a procedure for the periodic review on SLAs, OLAs and contracts and the SLM process.

### WHO SHOULD ATTEND

The ITIL® Practitioner: Service Level Management course is appropriate for individuals who are:

- IT management and staff involved in service level management, availability management, IT service continuity management and other service support processes.
- Consultants/IT process managers.
- IT customers responsible for SLA and those interested in IT performance.

### PREREQUISITE

- ITIL® Foundation Certificate (if you do not hold this certificate, it is attainable through our IT Service Management Foundation course).
- At least six months of IT experience in operation, planning, performance and management.

### MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.

### WHAT YOU WILL LEARN

Introduction to IT Service Management and ITIL®

Overview of Service Level Management Process

Set The Direction – SLM Objectives And Organization

Define the Change – Assess Readiness and Define Service Catalogue

Define the Service Level and Delivery Requirements

Define the Service and Operational Level Metrics

Draft the Service Level Agreement

Create or Review Underpinning Agreements (OLAs And Contracts)

Negotiating and Agreeing SLAs

Planning and Implementation

Relationship With Other ITSM Processes

Wrap Up and Mock Exam

Certification Exam

### RELATED COURSES OF INTEREST

- ITIL® Practitioner: Problem Management
- ITIL® Practitioner: Release & Control
- ITIL® Practitioner: Service Desk & Incident Management