

## IT CONTRACTS & SLAs

# IN-HOUSE TRAINING

### WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

### PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

TEL 011 582 3222 / 0861 ASTROTECH  
FAX 011 582 3201 / 0861 ASTROFAX  
E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA  
PRIVATE BAG X80500 HOUGHTON 2041

**0861 ASTROTECH**  
**WWW.ASTROTECH.CO.ZA**

### ★ COURSE OVERVIEW

IT Contracts & Service Level Agreements (SLAs) are unique in many aspects from other contracts. In order to ensure that you are receiving the level of service that you are expecting, it is important that you know how to put together a Service Level Agreement that ensures that you receive the service that you need and will be paying for. Furthermore, contracts are often littered with legal jargon that is difficult for non-lawyers to understand the implications of. To assist IT Professionals to better understand SLAs and ensure that they procure services to the standard that is required, AstroTech offers a training programme on "IT Contracts & SLAs".

- IT contracts and SLAs
  - Service level issues including:
    - Performance
    - Response time to failures
    - Cost
  - Performance measurement.
  - Metric applicability and threshold calculation.
  - Dealing with consortia and multiple suppliers.
  - SLA monitoring tools.
  - Statistics monitoring and reporting.
  - Management reporting.
  - Managing stakeholder expectations.
  - Service level surveys.
  - Escalation procedures.
  - Benchmark checks.
  - Setting realistic limits.
  - Penalties and incentives.
  - Contracts law:
    - Terms and conditions
    - Contract termination
    - Confidentiality and non-disclosure agreements
    - Breach and remedies
    - Performance, non-performance & possibility of performance
- ... AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Project managers, contract managers, IT managers, IT professionals
- Project co-ordinators, procurement managers
- Buyers, IT sales personnel
- Anyone with an interest in IT Contracts and SLAs

### ★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

### ★ OUTCOMES

After attending this course attendees should:

- Have an understanding of the different kinds of contracts and SLAs
- Understand SLAs and how to effectively use them
- Know how to measure service levels
- Be able to ensure that SLAs are realistic
- Understand legal terminology and the implications of terms and conditions

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (**No. 3852**)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- **PAYMENTS:**  
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:  
**COURSES INSIDE GAUTENG:** At least **SEVEN** working days prior to the course  
**COURSES OUTSIDE GAUTENG:** At least **TEN** working days prior to the course  
Absent delegates are charged for.
- **POSTPONEMENTS:**  
**POSTPONE WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 25% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course  
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.  
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**  
**CANCEL WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 50% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**  
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**  
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**  
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**  
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.