

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

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★ 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



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



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



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.