
Service Level Agreement Design and Performance Governance Training Course

12 – 16 April 2027
Madrid





Service Level Agreement Design and Performance Governance Training Course

Ref: 58_12454 **Date:** 12 – 16 April 2027 **Location:** Madrid **Fees:** 4800 GBP

Programme Summary

Service level agreement design and performance governance is a one-week training course for senior service and commercial leaders at strategic level, culminating in a service level governance pack for one of their own services. Many agreements promise targets that cannot be measured, attach credits that providers simply price in, and are rarely reviewed. The approach links each service level to a business outcome, then builds the measurement, remedies and review rhythm that keep providers and internal teams accountable. Mars Training Centre UK delivers this programme in service level agreement design and governance.

The Business Case

Service levels decide what an organisation actually receives, every day, from its outsourcing partners, shared service centres, managed service providers and internal functions. When targets are vague or measured inconsistently, disputes replace improvement and poor performance quietly becomes the accepted normal. Well-designed agreements give leaders early warning, proportionate remedies and a structured route to better service, while protecting key provider relationships.

- Service Availability and Responsiveness: Improves when targets reflect business impact and are measured from the user's point of view.
- Commercial Leakage on Underperformance: Falls when service credits, earn-back and escalation are designed to change behaviour rather than to be absorbed.
- Governance Effort and Disputes: Reduce when reporting, review meetings and improvement plans follow an agreed rhythm.

Principles and Evidence Base

- ITIL 4 Service Level Management Practice: Frames business-based targets, monitoring and review in Sessions 1, 2 and 4.
- ISO/IEC 20000-1:2018 Service Management System Requirements: Sets requirements for service agreements and supplier management in Sessions 1 and 3.
- Service Level Objectives and Indicators SLOs and SLIs: Separate what is measured from the target set for it in Session 2.
- Experience Level Agreements XLAs: Add user experience measures to technical targets in Sessions 2 and 4.



Intended Participants

- Leaders accountable for services delivered by outsourcing partners.
- Heads of IT, facilities and logistics who agree service targets with internal customers.
- Procurement and contract leaders who negotiate service schedules and remedies.
- Shared service directors who report performance to executive committees.

The programme serves information technology, facilities management, logistics and government shared services.

Learning Outcomes

1. Participants will be able to construct a service definition that sets clear boundaries for an agreement.
2. Participants will be able to select measurable service levels, indicators and targets linked to business impact.
3. Participants will be able to align service level agreements, operational level agreements and underpinning contracts.
4. Participants will be able to design credit, earn-back and escalation mechanisms that encourage recovery.
5. Participants will be able to evaluate performance reports and lead service reviews that produce improvement actions.
6. Participants will be able to justify experience measures alongside technical targets.

Programme Structure

Day 1: Service Level Agreement Foundations

What should a service level agreement define before any target is set?

- ITIL 4 Service Level Management Practice and Value Streams
- Service Definition, Boundaries and Service Catalogue Entries
- ISO/IEC 20000-1:2018 Requirements for Service Level Agreements
- Customer, Service and Multi-Level Agreement Structures
- Service Level Agreement Health Check

Day 2: Designing Measurable Service Levels

Which measures show whether the service is working for the business?

- Availability, Response and Resolution Metrics
- Service Level Indicators and Objectives
- Business Impact Mapping to Target Setting
- Experience Level Agreements and User Sentiment Measures
- Measurement Definitions, Exclusions and Data Sources



Day 3: Agreements Behind the Agreement

How do internal and supplier commitments support the promise to customers?

- Operational Level Agreements Between Internal Teams
- Underpinning Contracts With External Providers
- Dependency Mapping Across Multi-Provider Services
- Negotiating Service Schedules and Target Trade-Offs
- Agreement Alignment Matrix

Day 4: Remedies, Reporting and Service Reviews

How is performance reported, corrected and improved over time?

- Service Credits, Earn-Back and Bonus-Malus Schemes
- Escalation Paths and Persistent Failure Triggers
- Performance Dashboards and Reporting Cadence
- Service Review Meetings and Continual Improvement Registers
- Relationship Health and Provider Feedback

Day 5: Applying Service Level Agreement Governance

How are the tools combined into a governance pack for a live service?

- Applying the Health Check to a Participant Service
- Drafting Targets and Measurement Definitions for That Service
- Designing the Remedy and Escalation Model
- Simulated Quarterly Service Review With Peer Challenge
- Service Level Governance Pack Presentation

Methodology

The programme relies on case analysis and structured exercises built around services from information technology, facilities and logistics. Participants diagnose weak agreements, redesign their targets and remedies, then test them in a simulated service review in which peers act as providers and business owners, so each design choice is challenged before use.

- Suggested activity: Rewriting availability and response targets for a managed network service.
- Suggested activity: Modelling the effect of a service credit and earn-back scheme on a facilities contract.
- Suggested activity: Chairing a service review after a month of missed logistics targets.



Capstone Output

Each participant completes a service level governance pack for one service. It contains a service definition, measurable targets with indicator definitions, an agreement alignment matrix, a remedy and escalation model, a reporting template and a service review agenda, ready for the next negotiation or renewal.

Frequently Asked Questions

Is service level agreement design training suitable for senior leaders outside IT?

Yes. It is designed for leaders in IT, facilities, logistics, procurement and shared services. It assumes experience of managing providers.

Which frameworks underpin service level agreement design in this programme?

It draws on the ITIL 4 service level management practice, ISO/IEC 20000-1:2018, service level objectives and indicators, and experience level agreements.

How is the service level governance pack used at work?

You use it to renegotiate or renew an agreement and to run regular service reviews with a consistent agenda and report.

How does service level agreement training differ from supplier performance management training?

It concentrates on the service levels, measures and remedies inside the agreement, while supplier performance programmes address the wider supplier relationship.