

Developing and Managing Service Level Agreements



92%

Overall

A very interesting and informative course, which can save organisations both time and money.

Transformation Team Leader – Projects
Pembrokeshire County Council

The course is well structured and the content was easy to understand. The group task section was very helpful for me as I have never been involved in putting an SLA together. My group members were able to give me there expect-tees in regards to preparing an SLA, and difficulties they overcome.

Procurement Officer
South Northamptonshire Council

The course gives a good overview as to the need for SLAs and how to construct good ones. It also gives a good opportunity for group input and cross learning.

Fleet and Operations Manager
Luton Borough Council