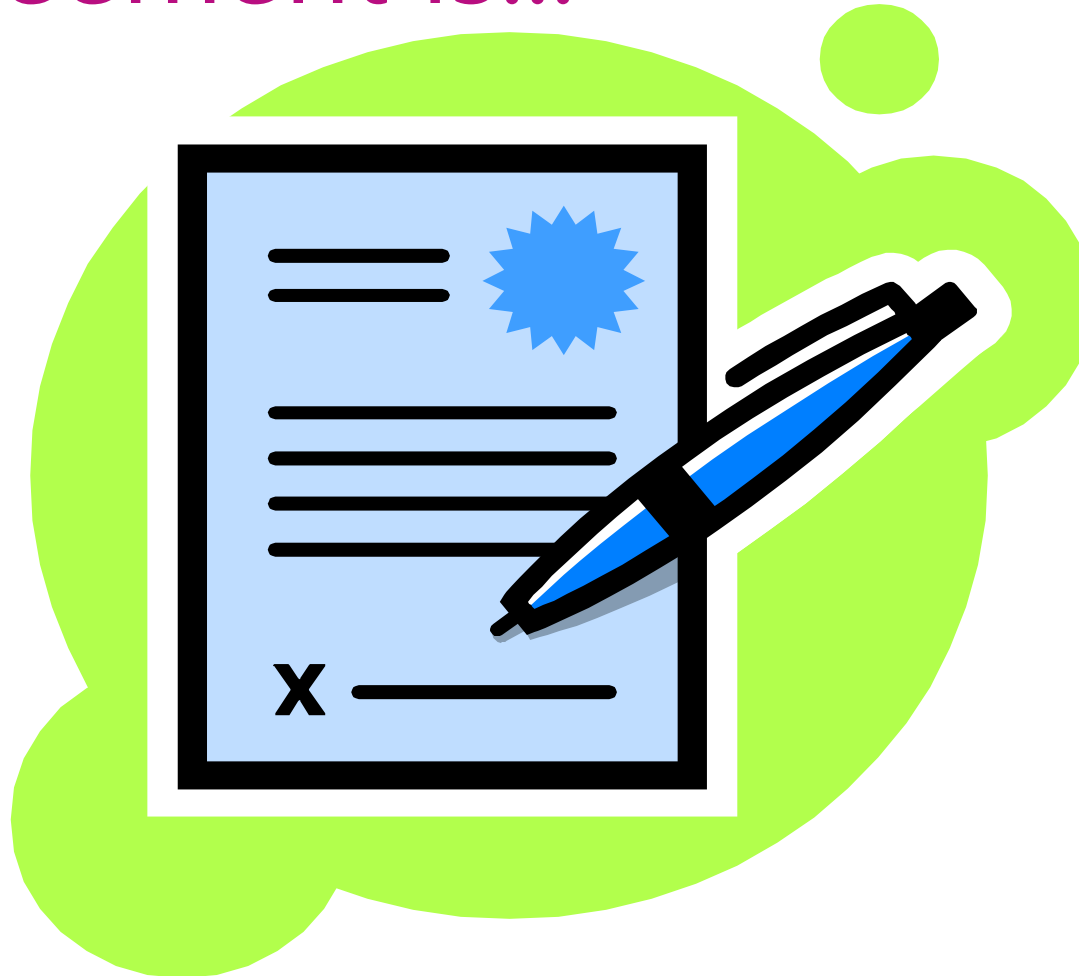


# Developing & Managing Service Level Agreements

Andrew Uprichard, APSE Associate



A service level agreement is...



# What is a Service Level Agreement?

Contract	SLA
Formed between two or more separate legal entities (e.g. a school and contractor)	Formed between two parts of one legal entity
Normally prepared by the client	Should be created by both parties
Terms set by the client	Terms negotiated
Control by one party	Shared objectives and responsibilities
Inflexible	Flexibility can be incorporated
Highly detailed	More user friendly

# Parties to a Service Level Agreement

Most SLAs are between a Service Provider and its Internal or External Customers

Between	And
IT Department	Grounds Maintenance
HR Department	Catering Division
School Services i.e. Catering, Cleaning, Grounds Maintenance	Schools
Local Education Authority	Schools
Leisure Trust	Building Maintenance
ALMO (Arms length management organisation.)	Payroll; Legal Services

# Service Level Agreements - What else are they?

- ✓ Communication Tool
- ✓ Expectations - Managing Mechanisms
- ✓ Conflict - Reduction Tool
- ✓ A Living Document
- ✓ Objective Process for Gauging Service Effectiveness

# A Service Level Agreement is not:

- ✓ A Quick Fix
- ✓ A Mandate
- ✓ A "Get" Strategy
- ✓ A Complaint Stifling Mechanism
- ✓ A Unilateral Decision-Making Process

# Benefits of a Service Level Agreement

SLA is an excellent tool to help two parties  
i.e. service provider and customer.

- apse Improve communications
- apse Manage expectations
- apse Clarify responsibilities
- apse Build the foundation for a win-win relationship

However, not a quick or simple process.

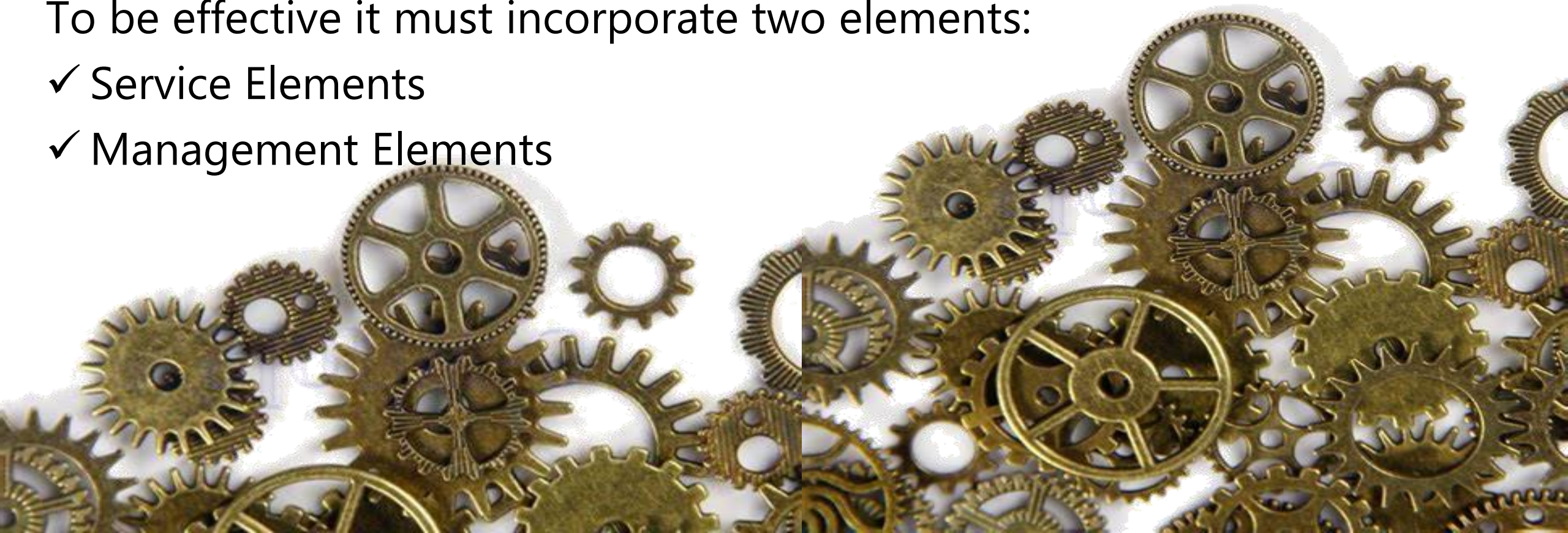




# Service Level Agreement & Service Management

To be effective it must incorporate two elements:

- ✓ Service Elements
- ✓ Management Elements





# Establishing a Service Level Agreement Process: Critical Initial Steps



- ✓ Assess whether an SLA is appropriate
- ✓ Ensure Management Commitment
- ✓ Designate SLA Managers
- ✓ Provide SLA Education

# Establishing a Service Level Agreement Process: Scoping

- ✓ Business Rationale
- ✓ Identify all the relevant stakeholders
- ✓ Activities and Processes
- ✓ Capabilities Question
- ✓ Impact Question
- ✓ Risks Question



# What makes a good SLA?

- ✓ Names
- ✓ Duration
- ✓ Services or goods to be provided
- ✓ Obligations of both parties
- ✓ Location where service will be provided
- ✓ Who will be providing the service
- ✓ Performance standards/measurements
- ✓ Process for agreeing variations
- ✓ Complaints/disputes resolution
- ✓ Expected frequencies and the inputs
- ✓ Price for service and payment arrangement
- ✓ Authorisation



# Any questions?



# Contact us

The team is ready to help.

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