



Service Level Agreements: A Legal and Practical Guide

By Jimmy Desai

IT Governance Publishing. Paperback. Condition: New. 120 pages. Dimensions: 6.5in. x 3.6in. x 0.2in. Make your SLA work for you Read this essential guide to SLAs today! A wide range of industry sectors will outsource service provision (for example, banking, pharmaceuticals, and insurance companies). This can happen where an organization outsources its IT payroll needs, its helpdesk and IT maintenance requirements, its payment processing, or its whole IT function. The key risk for an organization that enters into an outsourcing transaction, are that the services that it receives from the supplier will be worse than the services they were receiving before, or that the cost savings that were anticipated or promised, are not achieved. The SLA To try and avoid this scenario, the outsourcing contract should include a Service Level Agreement (SLA). The SLA must be drafted to govern the standard of service that you require, including the cost of those services and the consequences of not achieving pre-agreed standards. The benefits and the pitfalls This pocket guide identifies some of the benefits and the pitfalls that an organisation can encounter when negotiating and drafting SLAs. It gives an overview of SLAs, highlighting typical scenarios that can arise,...



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