دورة في صياغة و إدارة اتفاقية مستوى الخدمة SLA

05 - 09 Oct 2026

لندن

AGILE LEADERS
Training Center

دورة في صياغة و إدارة اتفاقية مستوى الخدمة SLA

المرجع: 19_11548 التاريخ: 05 - 09 Oct 2026 الموقع: لندن الرسوم: 5700 Euro

SLA Management Enterprise Perspective Training Course Overview:

The "SLA Management Enterprise Perspective Training Course" is an exhaustive enterprise training management program, focusing on the intricate complexities of Service Level Agreement SLA management from an enterprise perspective. As businesses grow, understanding the nuances of Business Applications, Network Services, and Enterprise Structure becomes paramount. This course dives deep into Quality and Performance Indicators, Service Monitoring, and how they integrate within the broader Enterprise Complexity. With modules on Enterprise SLA Negotiation and Service Resources, participants will gain hands-on insights into Availability Calculation, Security -Measures, and SLA Development Process. Furthermore, training and development sessions will shed light on TCP Based Application Models and the relevance of Peer-to-Peer Networking in the modern enterprise landscape.

Target Audience:

- SLA Managers
- Network Services Professionals
- Business Application Analysts
- Enterprise Resource Planners
- Quality Assurance Executives
- Security Officers focusing on SLA

Targeted Organizational Departments:

- IT & Network Services
- Business Application Development
- Enterprise Resource Planning
- Quality Assurance
- Service Monitoring and Reporting
- Security and Compliance

Targeted Industries:

- Telecommunications
- IT Services & Consulting
- Banking and Financial Services
- Large-scale Manufacturing
- E-commerce and Retail

Course Offerings:

- Comprehensive understanding of Enterprise Structure and its influence on SLA Management.
- Hands-on exercises on Service Monitoring, Availability Calculation, and Process Reporting.
- Insights into Enterprise SLA Negotiation and Service Degradation Factors.
- Techniques in Peer-to-Peer Networking and TCP-Based Application Models.
- Application of Naval Communications, Remote Office Voice & Data Integration in SLA frameworks.

Training Methodology:

Participants will delve into an interactive learning experience, comprising case studies reflecting real-world enterprise challenges. Group work will emphasize the importance of collaborative SLA development processes. Regular feedback sessions ensure that learning objectives are met while keeping a keen eye on Quality Equations and Measurement. Special modules will address the unique challenges posed by Network Services and Enterprise Complexity, using state-of-the-art service measurement techniques.

Course Toolbox:

- Process Reporting Templates
- Case Studies on Enterprise SLA Negotiation
- Checklists for Quality and Performance Indicators
- Comprehensive guide on Terms and Definitions in SLA Management

Course Agenda:

Day 1: Introduction to Enterprise Complexity

- Topic 1: Introduction to the Workshop and Its Objectives
- Topic 2: Exploring Enterprise Complexity
- Topic 3: Understanding Service Resources
- Topic 4: Key Quality and Performance Indicators
- Topic 5: Quality Concept and Mapping
- Reflection & Review: Summary of Enterprise Complexity and its Components

Day 2: Understanding QoS and Security Aspects

- Topic 1: Overview of Quality of Service
- Topic 2: Importance of Security in an Enterprise
- Topic 3: Training Procedures and Importance
- Topic 4: Decommissioning and Best Practices
- Topic 5: Methodology in Enterprise Management
- Reflection & Review: The Interplay Between QoS and Security in Enterprises

Day 3: Enterprise Structure and SLA Management

- Topic 1: Introduction to Enterprise View
- Topic 2: Business Applications in an Enterprise
- Topic 3: Business Services
- Topic 4: Introduction to SLA Management and Reporting
- Topic 5: Service Monitoring in SLA
- Reflection & Review: Understanding the Landscape of Enterprise Structure and SLA Management

Day 4: SLA Development and Use Scenarios

- Topic 1: The Process of SLA Reporting
- Topic 2: SLA Development Process
- Topic 3: Introduction to Enterprise SLA
- Topic 4: Use Scenario: Remote Office Voice and Data Integration
- Topic 5: Use Scenario: Executive on the Move
- Reflection & Review: Aligning SLA Development with Real-world Scenarios

Day 5: Use Scenarios Continued and Special Topics

- Topic 1: Use Scenario: Naval Communications
- Topic 2: KQI/KPI Parameterization
- Topic 3: Six Parameter Category and KQI/KPI Model
- Topic 4: Quality of Experience
- Topic 5: Terms, Definitions, and Acronyms
- Reflection & Review: Summarizing Key Concepts and Identifying Next Steps

How This Course is Different from Other SLA Training Courses:

Unlike traditional SLA courses, our program delves deeper into the Enterprise Perspective, offering insights that bridge the gap between theory and practical application. Participants will not only learn about Business Applications and Network Services but will understand how they intricately tie into the broader Enterprise Structure. Emphasizing Quality and Performance Indicators, our course offers hands-on experience in Service Monitoring, making it the most comprehensive enterprise management training program available.

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فئات الدورات التدريبية

الدورات التدريبية في مجال البيئة والاستدامة

دورات إدارة الجودة وتطوير العمليات

دورات إدارة و تحليل البيانات ودورات علم البيانات

دورات إدارة و تطوير الموارد البشرية

دورات الأمن السيبراني ودورات تقنية المعلومات

دورات الاتصال الجماهيري و السياسات والعلاقات العامة

دورات التدريب القانوني والمشتريات والتعاقدات

دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات

دورات الحوكمة وإدارة المخاطر والامتثال

دورات السكرتارية و إدارة المكاتب

دورات الصحة والسلامة والأمن المهني

دورات الصيانة ودورات المجالات الهندسية المتنوعة

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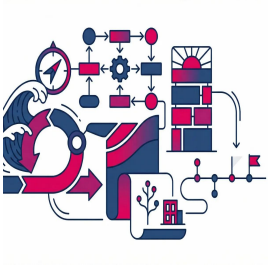
فئات الدورات التدريبية

دورات المحاسبة و التمويل و دورات الإدارة المالية

دورات المهارات الشخصية وتطوير الذات

دورات في مجالات القيادة والإدارة

دورات معتمدة من قبل هيئات دولية



دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيقة

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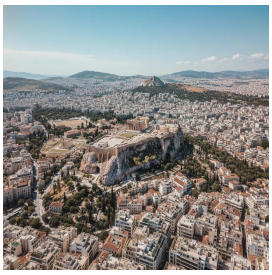
مدن التدريب

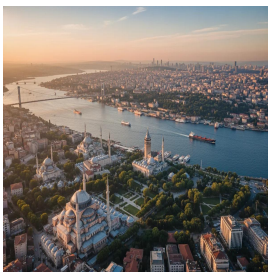
أبوظبي - الإمارات العربية المتحدة



أثينا - اليونان

أكرا - غانا

أمستردام - هولندا



اسطنبول - تركيا

الجبيل - المملكة العربية السعودية

الدار البيضاء - المغرب

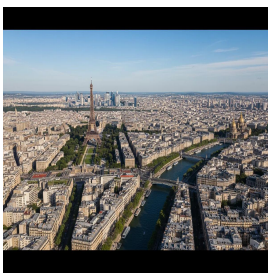
الدوحة - قطر

الرياض - المملكة العربية السعودية

القاهرة - مصر

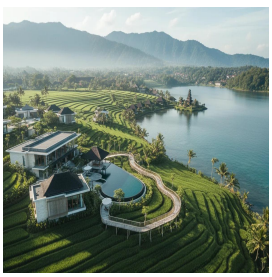
الكويت - الكويت

المنامة - مملكة البحرين

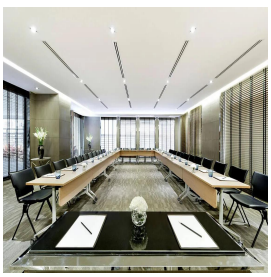


باريس - فرنسا

باكو - أذربيجان



بالي - جمهورية إندونيسيا



بانكوك - تايلند

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مدن التدريب

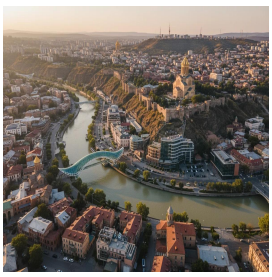
براغ - جمهورية التشيك

برشلونة - إسبانيا

برلين - ألمانيا

بورتو - البرتغال

بوكيت - تايلاند



تبليسي - جورجيا

تورنتو - كندا

جاكرتا - جمهورية إندونيسيا

جنيف - سويسرا

جوهانسبرغ - جنوب إفريقيا

دبي - الإمارات العربية المتحدة

روما - إيطاليا

زنجبار - تنزانيا

سان دييغو - الولايات المتحدة الأمريكية

سنغافورة - سنغافورة

سيول - كوريا الجنوبية

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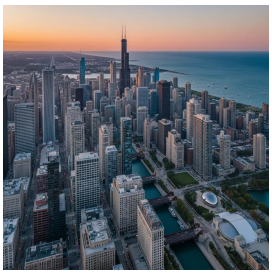
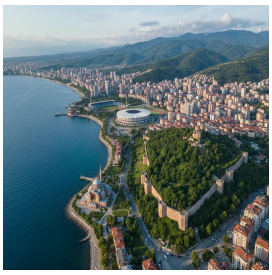
شرم الشيخ - مصر

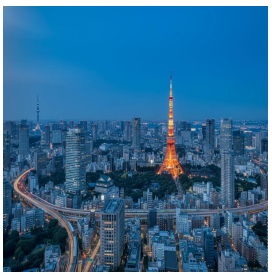


شيكاغو - الولايات المتحدة الأمريكية



طرابزون - تركيا

طشقند - أوزبكستان

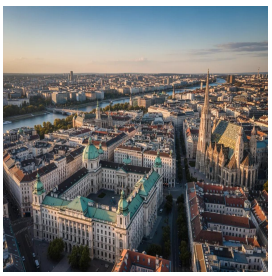


طوكيو - اليابان

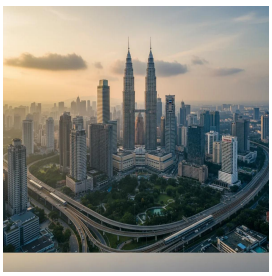
عمان - المملكة الاردنية الهاشمية

عن بعد - منصة زووم

فرانكفورت - ألمانيا



فيينا - النمسا



كواللامبور - ماليزيا

كيب تاون - جنوب إفريقيا

لانكاوي - ماليزيا

لشبونة - البرتغال

لندن - المملكة المتحدة

ماربيا - اسبانيا

مدريد - إسبانيا

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مدن التدريب

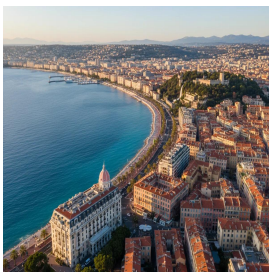
مسقط - سلطنة عمان

مونترو - سويسرا

ميلان - إيطاليا

ميونخ - ألمانيا

نيروبي - كينيا



نيس - فرنسا

نيويورك - الولايات المتحدة الأمريكية

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.

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