



# دورة في صياغة و إدارة اتفاقية مستوى الخدمة SLA



**AGILE LEADERS**  
Training Center

26 - 30 Oct 2026

فيينا



## دورة في صياغة و إدارة اتفاقية مستوى الخدمة SLA

الرجوع: 19\_11578 التاريخ: 26 - 30 Oct 2026 الموقع: فيينا الرسوم: Euro 5700

### 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

- Introduction to the Workshop and Its ObjectivesTopic 1
- Exploring Enterprise ComplexityTopic 2
- Understanding Service ResourcesTopic 3
- Key Quality and Performance IndicatorsTopic 4
- Quality Concept and MappingTopic 5
- Summary of Enterprise Complexity and its ComponentsReflection & Review

### Day 2: Understanding QoS and Security Aspects

- Overview of Quality of ServiceTopic 1
- Importance of Security in an EnterpriseTopic 2
- Training Procedures and ImportanceTopic 3
- Decommissioning and Best PracticesTopic 4
- Methodology in Enterprise ManagementTopic 5
- The Interplay Between QoS and Security in EnterprisesReflection & Review

### Day 3: Enterprise Structure and SLA Management

- Introduction to Enterprise ViewTopic 1
- Business Applications in an EnterpriseTopic 2
- Business ServicesTopic 3
- Introduction to SLA Management and ReportingTopic 4
- Service Monitoring in SLATopic 5
- Understanding the Landscape of Enterprise Structure and SLA ManagementReflection & Review

### Day 4: SLA Development and Use Scenarios

- The Process of SLA ReportingTopic 1
- SLA Development ProcessTopic 2
- Introduction to Enterprise SLATopic 3
- Use Scenario: Remote Office Voice and Data IntegrationTopic 4
- Use Scenario: Executive on the MoveTopic 5
- Aligning SLA Development with Real-world ScenariosReflection & Review

### Day 5: Use Scenarios Continued and Special Topics

- Use Scenario: Naval CommunicationsTopic 1
- KQI/KPI ParameterizationTopic 2
- Six Parameter Category and KQI/KPI ModelTopic 3
- Quality of ExperienceTopic 4
- Terms, Definitions, and AcronymsTopic 5
- Summarizing Key Concepts and Identifying Next StepsReflection & Review

### 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.



## فئات الدورات التدريبية



HR TRAINING &  
DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم  
البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة  
المبيعات



دورات التدريب القانوني والمشتريات  
والتعاقدات



دورات الاتصال الجماهيري و السياسات  
والعلاقات العامة



دورات النظم السبراني ودورات تقنية  
المعلومات



دورات الصيانة ودورات المجالات الهندسية  
المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة بشهادة CPD



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
الهائية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية



دورات معتمدة من قبل هيئات دولية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# 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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