

SLA Services and Publications

*Would any of these resources help you
expedite your SLA effort,
avoid the mistakes so many organizations make,
and create strong, effective SLAs?*

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SLA Services and Publications

For more than a decade, I've delivered SLA training and consulting support in such diverse locations as Vancouver, Toronto, London, Brussels, Amsterdam, Hong Kong, Trinidad, Los Angeles, Chicago and New York.

Services and resources include the following:

A. Overview Presentation

This presentation is targeted to senior management and others who are unfamiliar with SLAs, and is designed to:

- Describe SLA benefits and value
- Explain the widespread use of SLAs
- Describe best practices for creating and managing SLAs
- Present the factors that contribute to (or hinder) SLA success
- Offer examples to illustrate key points
- Respond to issues or concerns participants may raise

B. SLA Training

This on-site, client-specific seminar builds confidence and competence in those responsible for creating and managing SLAs and contributing to SLA success. The training focuses on such topics as:

- What SLAs realistically can and cannot accomplish
- What makes SLAs work well – or not so well
- The key elements of an SLA and their functions
- How to plan, develop and manage SLAs
- Guidelines for writing new SLAs and evaluating existing ones
- The wording to use (or avoid) in SLAs
- How to avoid the pitfalls that cause SLAs to fail
- What you must do to be successful in establishing SLAs

This training is highly interactive and discussion-oriented, and is therefore most effective when delivered to groups of no more than 25.

The seminar includes a detailed handout for participants to use as a guide during the class and as a reference afterwards.

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C. On-Site Consulting Support

For example, I can:

- Conduct interviews with key personnel to identify their SLA-related concerns, answer their questions, and gain pertinent background
- Lead working sessions, such as to establish an effective process for creating the SLAs or to initiate the task of creating service standards
- Help in creating consistency across numerous existing SLAs
- Assist with SLA negotiations
- Support individuals or teams that need assistance to complete their SLAs
- Hold meetings, one-on-one or in groups, to answer questions and resolve concerns that arise during the SLA effort
- Coach personnel in assuming SLA responsibilities

D. Remote Consulting Support

For example, I can:

- Review draft or operational SLAs and provide detailed feedback and recommendations
- Offer advice and recommendations during the SLA effort in order to avoid problems, explain options, describe best practices, etc.
- Offer suggested wording for sections of the SLAs
- Serve as a point of contact for issues arising during the SLA effort and assist in their resolution

E. SLA Publications

My SLA publications include:

- How to Establish Service Level Agreements (a 172-page handbook):
- Why SLAs Fail and How to Make Yours Succeed (a 21-page guide)
- How to Critique and Strengthen Your SLAs (a 21-page guide)
- An SLA Template and How to Use It (a 24-page guide)

Details: www.nkarten.com/book2.html

As well as:

- SLA articles: www.nkarten.com/indepth.html
- More SLA articles: www.nkarten.com/SLAarticles.pdf
- SLA FAQ page: www.nkarten.com/slafaq.html

I wish you success in your SLA efforts and would enjoy hearing from you.

Naomi Karten