



Overview of Workshop Offering: SOW/SLA "How to Structure" Workshop

Outsourcing Support Services (OSS)

SOW/SLA "How To Structure" Workshop | Overview



Purpose: Define and discuss the components of an outsourcing agreement use of 'best in-class' examples to illustrate to client how to develop similar documents

Agenda

- Introductions and background
- Review of best practice SOW/SD development
- Review service level methodology
- Identify open issues and action items

3.5 – 4 hours of foundational discussion

Additional details and timing on following page

Objectives

- Build client's knowledge of critical components of SOW
- Gain practice developing SDs and SLAs with relevant client data

Typical participants

- Core team leader
- Project manager
- Sourcing Lead
- Legal (Optional)
- HR (Optional)
- Other members of core project team
- Subject matter experts

Everest inputs

- Experience based market insight
- Sample best practice SOWs and SLs
- Leadership to create sample SLAs
- Facilitate workshop

Client preparation

- Develop scope of services being planned for sourcing
- Select "representative" SLAs upon which to develop documentation

SOW/SLA "How To Structure" Workshop | Detailed Agenda

Agenda item	Time allocation
Introductions and background <ul style="list-style-type: none">■ Structure for how SOW/SLA incorporated into overall agreement■ Dealing with the “What” not the “How”■ Need for clarity	1 hour
Review of best practice SOW/SLA Development <ul style="list-style-type: none">■ Best practices for SOW development■ SOW elements and their interrelationships■ Discussion of scope and responsibility content	1 hour
Review of SLA methodology <ul style="list-style-type: none">■ Purpose of SLAs■ Trade-offs■ What to measure	1 hour
Identify open issues and action items <ul style="list-style-type: none">■ Assign action items■ Determine target dates	0.5 hour

SOW/SLA "How To Structure" Workshop | Preparation for Workshop



Client

- Bring following items to the workshop
 - Develop scope of services being planned for sourcing
 - “Representative” current SLAs related to the proposed scope
- Invite appropriate meeting participants
- Secure logistics for meeting (room, audio-visual, etc.)

Everest

- Provide and discuss in advance of workshop
 - Scope of services being planned for outsourcing
 - Sample SLAs for the scope of services
- Confirm logistics of workshop
- Bring following items to the workshop
 - Experience based market insight
 - Sample best practices for SOWs and SLAs
 - Leadership to create sample SLAs

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Everest Research Institute

Two Galleria Tower
13455 Noel Road, Suite 2100
Dallas, TX 75240
U.S.A.
+1-214-451-3110
www.everestresearchinstitute.com
info@everestresearchinstitute.com

Everest Group

150 E., 52nd Street, 16th Floor
New York, NY 10022
U.S.A.
+1-646-805-4000

Everest Canada

The Exchange Tower
130 King Street West,
Suite 1800
Toronto, ON
Canada M5X 1E3
+1-416-865-2033

Everest UK

1st Floor, Accurist House
44 Baker Street
London, W1U 7AL
United Kingdom
+44-870-770-0270

Everest Netherlands & Continental Europe

Atrium Building 3rd Floor
Strawinskylaan 3051
1007 ZX Amsterdam
Netherlands
+31-20-301-2138

Everest India

Ground Floor, Tower A
Unitech Business Park
South City - I, Gurgaon
National Capital Region
India 122001
+91-124-304-1000

Everest Australasia

Level 6, 90 Mount Street
North Sydney,
NSW 2060
Australia
+61-3-9833-1018

Everest Australia

409a Wattletree Road
East Malvern
Melbourne, VIC 3145
Australia
+61-3-9509-3933

