

## **Benchmarking Roundtable 3-day Bootcamp**

### **Topic: Service Level Agreements (SLA)**

#### **Background & Rationale:**

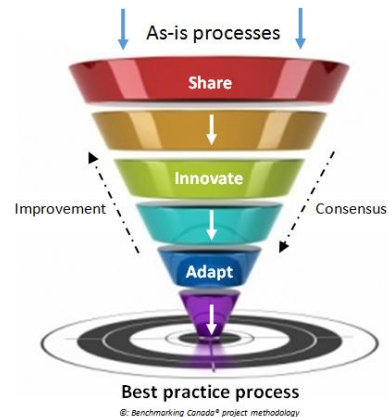
Performance standards, relationship management, dispute resolution, awareness, documentation, communication, technology, issue escalation, audit, compliance, reporting, governance, regulation and a host of other factors impact SLA effectiveness. What is your organizational approach to SLA development and deployment? Who is responsible for developing and monitoring SLAs' in your organizational? What is the reporting line? What is your approach towards stakeholder engagement and collaboration in developing SLA? How do you identify the need for internal/external SLAs? How do you ensure sustained executive management interest in SLA effectiveness? How do you align SLAs' to the organizational strategy? Are there documented processes in place for developing and implementing SLAs', performance management, risk management and audit? What are your organizational challenges in deploying SLAs?

Join the *Service Level Agreements Benchmarking Roundtable* bootcamp and learn from the experience of other organizations in realizing higher efficiencies.

#### **Objectives & Methodology:**

Benchmarking Roundtable bootcamp objective is to facilitate a diverse sector benchmarking workshop for achieving breakthrough improvement, with minimal resources and cost.

Bootcamp follows the Benchmarking Canada™ methodology (shown on the right) which is based upon an outside-in perspective for co-creation. It nurtures innovative and out-of-the-box thinking designed for achieving practical, quick and readily adaptable solutions.



#### **Specifics:**

- 4-6 non-competing, diverse organizations or single entity business units and/or divisions
- Each organization nominates up to 5 employees to attend, including a member of the executive management team (Benchmarking Sponsor)
- Participants sign the benchmarking confidentiality agreement

#### **3-day Bootcamp Outline:**

##### Day 1:

- Module I: definitions, introductions, rationale, research
- Group Exercise A
- Module II: process sharing
- Group Exercise B

Day 2:

- Module II – continued: process sharing
- Group Exercise C
- Module II – continued: process sharing
- Group Exercise D

Day 3:

- Module III; best practice process development overview
- Organizational presentations on group exercise outcomes
- Best practice development
- Module IV; performance improvement
- Module V; metric benchmarking
- Next steps

**Bootcamp pre-work & post-work:**

- 1-hour preparatory brief with each participating organization, day before the bootcamp
- 1-hour debrief session with each participating organization, day after the bootcamp

**Takeaways:**

- Develop an understanding of tactical and strategic perspectives for sustained improvement
- Learn about international standards, current research and benchmarking best practices
- Learn from the experience of other organizations in different business verticals
- Identify best practices and collaborate in developing innovative approaches
- Understand how other organizations are tackling similar challenges
- Leave the bootcamp equipped with the best-of-the-best process
- Recognize improvement potential and performance gaps
- Co-create via collaboration, sharing and innovation

**Schedule & Venue:**

- 3 consecutive days 8am-5pm
- Morning & afternoon tea/coffee breaks, 15-minutes each
- Mid-day lunch break, 1-hour
- Venue to be advised at time of registration

**Fees & Registration:**

- Customized quote will be provided to each organization
- For multiple topics discounts will be applied
- Full fee is payable at time of registration
- Cancellations under exceptional circumstances only, on case-by-case basis

**Facilitation & Project Management:**

- Benchmarking Canada™ Roundtable methodology was developed by Zillay A. Nawab, President Hashtag Consulting Solutions Inc, a Toronto based firm with global clients
- Hashtag Consulting Solutions Inc services are industry and technology agnostic covering 9-areas shown in the adjoining illustration
- Benchmarking Canada™ bootcamp is facilitated and delivered by Zillay, an internationally acclaimed consultant, speaker and advisor
- Zillay is Chair and Expert Member of several Canadian ISO Mirror Committees



**Service Level Agreements**

**Benchmarking Roundtable 3-day Bootcamp Registration Form**

Thank you for your interest in participating in the benchmarking roundtable. In order for us to process your registration please provide the following information and return this form by email:

1. Registering for Single Organization (multiple business units, divisions) Roundtable Y/N?
2. Registering for Multiple Organizations Roundtable Y/N (circle as appropriate)
3. Organization Name/s: \_\_\_\_\_
4. Address: \_\_\_\_\_
5. CEO/ President: \_\_\_\_\_
6. Benchmarking Sponsor: \_\_\_\_\_
7. Preferred dates/times for an introductory call with Sponsor: \_\_\_\_\_
8. Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Website \_\_\_\_\_
9. Payment modes: *Please contact for details*

I hereby confirm our organizational intent to participate in the Benchmarking Round-table 3-day Bootcamp and undertake to settle the invoice in full 7-days before start date.

Name	Signature	Organization	Designation	Date
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