Practical Application of Service Level & Supplier Management Training

Duration: **2 Day**

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This two-day practical course helps participants apply the Service Level Management (SLM) and Supplier Management practices in their real operational environment. Rather than focusing on theory, it delivers actionable tools, templates, techniques, and guided exercises to support implementation, improvement, and assessment of SLM and supplier practices within organisations.

Prerequisites

An ITIL® 4 Foundation certificate is preferred, though a basic understanding of ITIL is sufficient.

Target audience

This is tailored for professionals working in or around SLM and supplier management functions who prefer hands-on experience rather than pure theoretical study. Participants may come from service delivery, supplier oversight, vendor management, or related roles.

What You Will Learn

By the end of this course, learners will be able to:

- Review and refresh core ITIL concepts relevant to SLM and supplier management
- Apply processes, success factors, and metrics relevant to Service Level Management
- Understand the role of supplier management and how to manage supplier relationships
- Use hands-on tools and templates to plan, monitor, and improve SLM and supplier practices
- Identify improvement opportunities and plan next steps for embedding SLM and supplier management best practice
- Engage with peers to compare challenges and share best practices