

The British Computer Society Leicester Branch
joint meeting with
Chartered Management Institute and
Institution of Engineering and Technology

Tuesday 19 February 2008

Death of the SLA

or

How to improve your service management and transform your standards of IT delivery from the everyday to the exceptional.



Peter Wheatcroft CEng, FIET, FBCS, CITP,
FCMI Management Consultant

Service Level Agreements (SLAs) have been part of the IT culture for years and yet are universally ignored when problems occur. Can we improve on the SLA and if so, how?

Peter is a specialist in service transformation, currently working with a number of blue-chip companies to improve the management of their IT departments, leading to the establishment of flagship service standards. In 2007, he authored a new book for BCS called, *World Class IT Service Delivery*.

6.30 pm for 7.00 pm
Gartree and Rutland suite,
4th floor Charles Wilson Building,
University of Leicester

Map: www.le.ac.uk/portals/maps/maps.html

[Free Buffet beforehand from 6:30](#)
[Non members and guests welcome](#)



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