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# Service Level Agreements: A Legal And Practical Guide



## Synopsis

Make your SLA work for you | Read this essential guide to SLAs today! A wide range of industry sectors will outsource service provision (for example, banking, pharmaceuticals, and insurance companies). This can happen where an organization outsources its IT payroll needs, its helpdesk and IT maintenance requirements, its payment processing, or its whole IT function. The key risk

## Book Information

Paperback: 1 pages

Publisher: It Governance Publishing (October 14, 2010)

Language: English

ISBN-10: 184928069X

ISBN-13: 978-1849280693

Product Dimensions: 4.4 x 0.3 x 7 inches

Shipping Weight: 3.5 ounces (View shipping rates and policies)

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## Customer Reviews

Jimmy Desai is a partner at law firm Beachcroft LLP, in the City of London, and has been advising upon, formulating and implementing SLA contracts and strategies, benefits and cost savings for businesses, since the mid 1990s. Throughout his career he has advised major international blue-chip companies, governments, industry bodies, IT customers and suppliers on their service level agreements. He writes extensively for a wide range of IT publications, and lectures at international conferences. Jimmy is a member of TIPLO, ITMA, SCL, EuroITcounsel, Intellect, and ITechLaw. In the International Who's Who of Internet and E-Commerce Lawyers 2010, Jimmy is listed as one of the top 40 Internet and e-commerce lawyers in the UK.

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