

TECHNOLOGY WEBINAR SERIES PART TWO | SERVICE LEVELS IN TECH SERVICES CONTRACTS: THE GOOD, THE BAD & THE UGLY

Posted on February 14, 2022

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Watch this webinar recording and the recording of Part One of the Technology Series (October 27, 2021, *Do's And Don'ts of Technology Services Contracts*) in our archived library: <http://mcmillan.lawcast.tv/>

Having suitable, objective service levels and appropriate service level agreement terms is the single most important means to ensure the quality of IT service delivery is being measured and monitored for the benefit of both customers and service providers.

In this session, we will provide a deeper dive into the critical considerations in negotiating service level agreements for IT services contracts. We'll examine essential service level and service level credit contract terms as well as some that can be controversial and also highlight negotiation tips for those that are most contentious between customers and service providers.

This program qualifies for up to 1 hour of Substantive CPD (ON), 1 hour of CPD (BC), and 1 hour of CLE (QC).

Date and Time

Wednesday, March 2, 2022

1 pm - 2 pm ET

Speakers

[Greg Johns](#)

Counsel, Technology

[Sam Foster](#)

Associate, Business Law

For more information, please contact events@mcmillan.ca.