



### Stage 2: Technology-Specific Knowledge

Turn tech concepts into contracting clarity. This stage builds practical fluency in SaaS & cloud, licensing & pricing, delivery models, and privacy/security, so you can draft, negotiate, and manage technology agreements that work in the real world.

#### MODULE 1: SAAS & CLOUD CONTRACTS (WITH SLAS)

##### What you'll learn

How to design cloud agreements that align with operational reality: measurable uptime, clear incident handling, fair exclusions, and sensible credits.

##### Key topics

- Service models (SaaS/PaaS/IaaS), multi-tenant vs single-tenant
- SLAs: targets, evidence, exclusions, credit formulas, caps, exclusive-remedy
- Security baselines; DR/BCP; change notifications

##### Outcomes

Design measurable SLAs, calculate credits correctly, and prevent double compensation.

#### MODULE 2: SOFTWARE LICENSING & PRICING / ORDER FORMS

##### What you'll learn

How licence scope connects to pricing and order forms — and how to keep renewals predictable.

##### Key topics

- Licence scope/restrictions; OSS; audit rights
- Order-form clarity: SKUs, metric definitions, counting rules
- Commits vs usage; overages/true-ups; renewal uplifts/indexation

##### Outcomes

Draft clean order forms, avoid invoice disputes, and control renewal economics.





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#### MODULE 3: SYSTEMS INTEGRATION & AGILE DELIVERY (WITH ACCEPTANCE & CHANGE CONTROL)

##### What you'll learn

How to translate outcomes into measurable deliverables, enforce acceptance, and manage scope through change control — in waterfall or agile projects.

##### Key topics

- Measurable acceptance tests; re-test rights; deemed-acceptance limits
- Change requests: impact analysis and approvals; agile backlog/velocity
- Links to invoicing and warranty start

##### Outcomes

Protect scope and timelines, and tie payments to verified delivery.

#### MODULE 4: DATA PROCESSING & PRIVACY CLAUSES (WITH EXIT/DATA RETURN)

##### What you'll learn

How to operationalise privacy/security obligations and ensure a clean exit for data and services.

##### Key topics

- DPA roles/instructions; sub-processor controls; audit/assurance
- SCCs/BCRs; incident notice & cooperation; security schedules
- Exit: data return/portability/deletion; transition assistance; survival

##### Outcomes

Align privacy/security with delivery and guarantee clean data exit.

