

Service Standards for Telecommunications

Issued: August 2020
Reviewed: February 2022
Next review: February 2023

Ministry of SaskBuilds and Procurement
Maintained by: Commercial and Logistical Services Branch
This document outlines the service standards customers can expect from the ministry

Service Standards for Directory Administration Access and Change Requests

Service standards publicly state the level of performance that citizens can reasonably expect to encounter from the Ministry of SaskBuilds and Procurement under normal circumstances.

Service description:

Provide administrative access and/or cancel access for Organization Directory Administrators to update the Government Directory (www.saskatchewan.ca/directory). Process changes to the Government Directory.

How you can request this service:

Access and/or change requests can be submitted through your organization Directory Administrator or by emailing GTDSAdministratorContact@gov.sk.ca.

Work hours:

Monday to Friday, 8 a.m. to 4:30 p.m. with the exception of Statutory Holidays.

Contact details:

Phone: (306) 787-6879

Email: GTDSAdministratorContact@gov.sk.ca

110 Henderson Drive, Regina, SK, Canada, S4N 5V5

| Service | Customer action required | Service Standard | Target | How to measure |
|--|---|--|--------|---|
| Receiving request and meeting customer needs | Email request to GTDS Administrator mailbox: <ul style="list-style-type: none">– Request new access;– Request cancellation of access;– Request a directory change | Customers will be contacted within 2 business days of emailing to: <ul style="list-style-type: none">– confirm request has been received– update customer on the status of the request (completed/in progress) Once request is completed customers will be contacted to: <ul style="list-style-type: none">– Provide user manual to new Directory Administrator (in case of requesting new access)– Confirm if training is required | 90% | Via new questions in the annual customer satisfaction survey. |

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|--------------------|--------------------------|--|--------|----------------|
| Customer follow up | N/A | Annual follow up via the customer satisfaction survey to Directory Coordinators. The annual follow up survey is sent out via email. | | |