Service Standards for Incident Management

Ministry of Central Services
Maintained by: Corporate and Commercial Services Division
This document outlines the service standards customers can expect from the ministry.

Service Standards for Incident Management

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

Service description:
Central Services, through the Information Technology Division (ITD), provides support to fix or repair an existing IT service or application.

How you can request this service:
Submit a request through ServiceNow, phone or email.

Work hours:
Business hours are Monday to Friday 7:30 a.m. to 5 p.m. with the exception of Statutory Holidays.

Contact details: ITD Service Desk
Phone: 306-787-5000
Email: ITOservicedesk@gov.sk.ca

Service	Customer action required	Service Standard	Target	How to measure
Resolve Incident	Follow up with ITD to confirm the incident was resolved.	Incidents will be completed based on priority level: Critical – **4 hours** High – **6 hours** Moderate – **1 business day** Low (Default) – **3 business days**	87%	ServiceNow incident report
Resolution confirmation		Customer will receive an automated email that their incident has been resolved.		

Saskatchewan

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Incident follow-up	Report additional issues with the incident during the 5 business day period after it was resolved.	Once an incident has been resolved, there is a 5 business day period for the customer to confirm or report additional issues with the incident. Incidents will be automatically closed after being resolved for 5 business days with no further action.		

Priority Breakdown

Critical priority reflects a severe business impact and is reserved for the most serious issues. Typically these affect key systems, network or applications and are wide spread with a major disruption and no workaround.

High priority reflects a major business impact with limited functionality with no workaround. Service may be degraded and wide spread.

Moderate priority reflects a minor business impact to the ministry. There may be an operational impact but the ministry is still able to carry out its business. Usually workarounds may be available or impact is limited to individual users.

Low priority reflects minimal or no impact to the ministry's business and usually involves a non-critical feature for a user and there are workarounds available.

Saskatchewan