

Service Standards for IT Billing

Ministry of SaskBuilds and Procurement
Corporate and Commercial Service Division

This document outlines the service standards customers can expect from the ministry.

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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:

IT Billing within the Ministry of SaskBuilds and Procurement is responsible for coordinating and invoicing of IT billable services and addressing and responding to IT billing inquiries and disputes for all government-funded organizations who utilize Government of Saskatchewan IT services.

How you can request this service:

To contact IT Billing you can email ito.financialinquiries@gov.sk.ca

Work hours:

Business hours are Monday to Friday, 8 a.m. to 5 p.m. with the exception of Statutory Holidays.

Contact details:

IT Billing Unit
7th Floor, 1855 Victoria Avenue, Regina, SK S4P 3T2
Phone: (306) 787-1654
Fax: (306) 798-0700
Email: ito.financialinquiries@gov.sk.ca

| Service | Customer action required | Service Standard | Target | How to measure |
|--------------------|--|--|--------|---|
| General Inquiries | Contact ITD Financial Inquiry mailbox | General inquiries be responded to within 5 business days . Note: the initial response may not always complete an inquiry. Depending on the scope of the inquiry more time may be required. | 90% | Performance is measured using an Excel tracking sheet |
| Invoice Processing | | Invoices to be sent to clients by the 10th business day of the month . | 70% | Performance is measured using an Excel tracking sheet |
| Dispute Resolution | Customer completes ITD Dispute Form and forwards by email to ITD Financial Inquiry mailbox | Disputes to be resolved within 30 days . | 75% | Performance is measured using an Excel tracking sheet |