

# Service Standards for IT Projects

Ministry of Central Services

Maintained by: Corporate and Commercial Services Division

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

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## Service Standards for IT Projects

**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:

The Project Management Office is engaged in any size or type of IT project. The Project Management Office handles the planning, monitoring and control of all aspects of the project and ensures those objectives are met on time and at the specified cost and quality.

### How you can request this service:

If you have a business problem in need of an IT solution, your first step is to either submit an IT Service Request or talk to your Account Executive.

### Work hours:

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

### Contact details: ITD Project Management Office

Phone: 306-787-0728

Email: [itdprojectmanagementoffice@gov.sk.ca](mailto:itdprojectmanagementoffice@gov.sk.ca)

Service	Customer action required	Service Standard	Target	How to measure
<b>Project Management and Delivery</b>	Approve Project Charter, Plan and Scope changes.	Project delivered <b>on budget</b> .	85%	Compare results to approved project budget and Detailed Project Plan baseline.
		Project delivered <b>on time</b> .	90%	
<b>IT Intake</b>	Engage IT Ministry Account Executive.	Provide actionable information to help clients make informed decisions <b>within 30 days</b> .	95%	IT Project Customer Satisfaction Survey.