

# IT Billing

## 2020 SaskBuilds and Procurement Client Satisfaction Survey Results

### About the Survey

The new ministry of SaskBuilds and Procurement completed its client satisfaction survey from November 9, 2020 to December 16, 2020.

The purpose of this survey is to help the ministry inform its planning and improve service delivery, to provide customers with the best possible experience.



### Service Excellence

### All Service Lines Measured

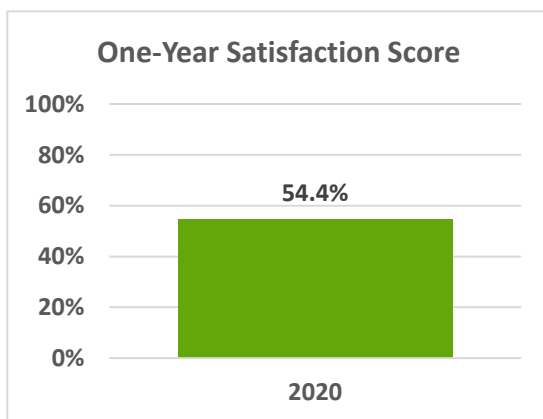
This survey was distributed to Government employees and citizens who access 17 of our service lines:

- Card Access
- Construction Projects  
*(Sponsor and Client results combined)*
- CVA Fleet Drivers *(assigned vehicles)*
- Directory Coordinators
- Disposal Program Buyers
- Disposal Program Sellers
- Enterprise Drivers
- IT Billing
- IT Projects
- IT Users
- IT Service Level Coordinators
- Mail Services
- Records Coordinators
- Telecommunications Coordinators
- Tenants
- Tenant Representatives

### Service Line Satisfaction Score

The service line's 2020 satisfaction score is:

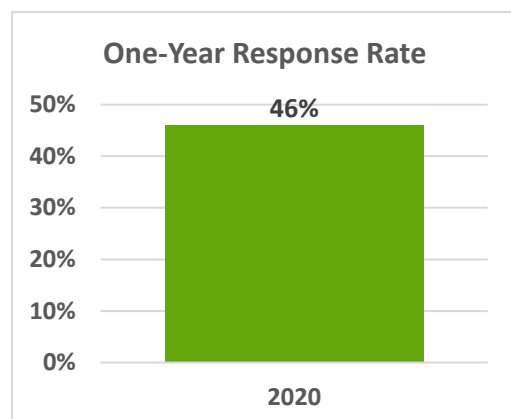
**54.4**  
per cent



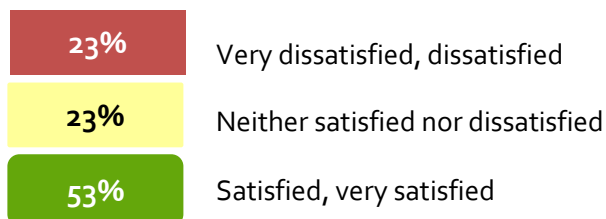
### Service Line Survey Response Rate

The service's 2020 response rate is:

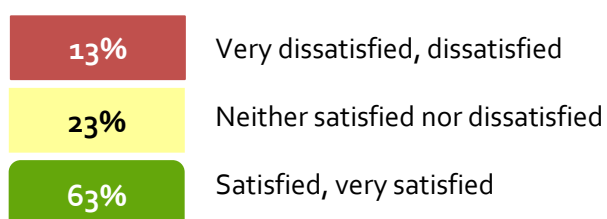
**46**  
per cent



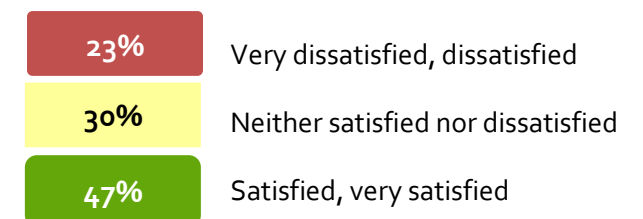
### Quality of Service



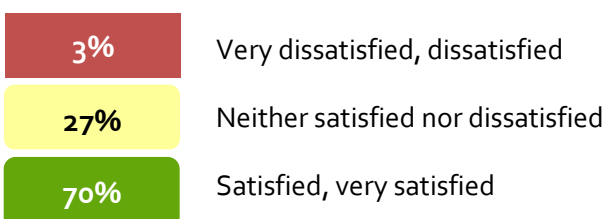
### Ease of Access to Service



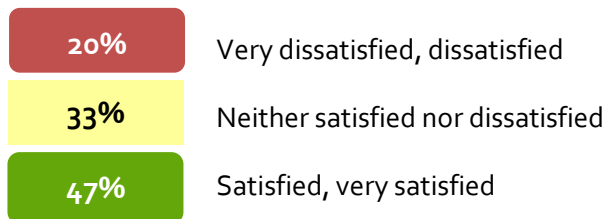
### Time to Get Service



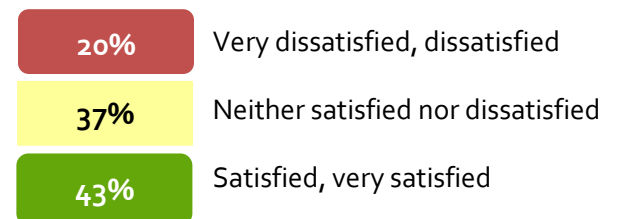
### Needs were Understood



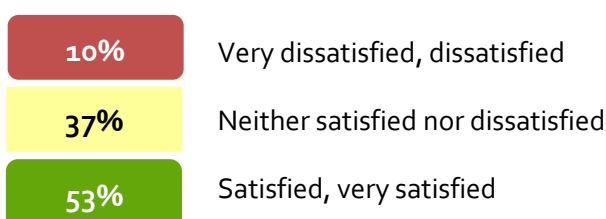
### Approach Taken to Meet Needs



### Updates and Status Reports of Request



### Follow-Up on Services Received



### Informed of Everything to get Service

