

Service Standards for Telecommunications

Issued: August 2020
Reviewed: August 2020
Next review: August 2021

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 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 Central Services 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

1920 Rose Street, Regina, SK, Canada, S4P 0A9

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.		