

# Service Standards for IT Billing

Ministry of Central Services  
Corporate and Commercial Service Division

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

Reviewed: January 2020  
Next Review: August 2020

## Service Standards for IT Billing

**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:

IT Billing within the Ministry of Central Services 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](mailto: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  
2<sup>nd</sup> floor, 1920 Rose Street, Regina, SK S4P 0A9  
Phone: (306) 787-0468  
Fax: (306) 798-0700  
Email: [ito.financialinquiries@gov.sk.ca](mailto:ito.financialinquiries@gov.sk.ca)

Service	Customer action required	Service Standard	Target	How to measure
<b>General Inquiries</b>	Contact ITD Financial Inquiry mailbox	General inquiries be responded to <b>within 5 business days</b> . 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
<b>Invoice Processing</b>		Invoices to be sent to clients <b>by the 10<sup>th</sup> business day of the month</b> .	70%	Performance is measured using an Excel tracking sheet
<b>Dispute Resolution</b>	Customer completes ITD Dispute Form and forwards by email to ITD Financial Inquiry mailbox	Disputes to be resolved <b>within 30 days</b> .	75%	Performance is measured using an Excel tracking sheet