

Service Standards for Project Management and Delivery

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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 Project Management and Delivery

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:

Project management and delivery of client tenant improvement or new construction/renovation projects to meet their program needs.

How you can request this service:

Client ministry tenant representative submits a client request form to a CS Planner to initiate the request/project process.

Work hours:

Normal hours of operation 8:00 AM to 5:00 PM Monday to Friday excluding statutory holidays.

Contact details:

After the project begins contact the assigned CS Project Manager. Prior to the project please contact the assigned CS Planner.

Service	Customer action required	Service Standard	Target	How to measure
Project Initiation	Submission of completed proposal/ASSA	Intake request will be responded to within 7 business days.	80%	Track responses
Project Management and Delivery	Approved Project Charter, Plan and scope changes.	Project delivered on budget.	95%	Compare results to approved Project Plan baseline
		Project delivered on time.	85%	