

Service Standards for Service Requests (Archibus)

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 Service Requests (Archibus)

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:

Non-emergency maintenance requests for break-fix and/or preventative maintenance situations.

How you can request this service:

Client ministry designated person(s) submits an online service request via the Archibus Property Management System.

Work hours:

Clients have the ability to make requests 24/7/365. Normal hours of operations 8:00 AM to 5:00 PM Monday through Friday excluding statutory holidays.

Contact details:

Contact the CS Building Manager directly or the appropriate regional office:

South Region

1920 Rose Street

Regina Saskatchewan

S4P 0A9

Email: reginaadmincs@gov.sk.ca

North Region

838-122 3rd Avenue N

Saskatoon Saskatchewan

S7K 2H6

Email: saskatooncsaccountspayable@gov.sk.ca

Service	Customer action required	Service Standard	Target	How to measure
Service Requests (Archibus)	Complete online Service Request	Acknowledgement of receipt within 3 business days.	90%	Archibus Report
		Service request will be issued to work within 1 business day of acknowledgement of receipt.	90%	

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Please note for emergency situations (at any time) contact your building operator or manager immediately by phone.