

Service Standards for Service Requests (Archibus)

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Ministry of SaskBuilds and Procurement
Maintained by: Corporate Strategy and 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 and clients can reasonably expect to encounter from the Ministry of SaskBuilds and Procurement 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 SBP 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: saskatooncsaccounts payable@gov.sk.ca

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

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