



Information
Technology Division

ITD Service Catalogue

VERSION 6.2

MARCH, 2017



IMPROVEMENTS

- Easier to read, understand, and use.
- Service bundles
- Direct links

Here to Serve Our Customers



Introduction to Service Bundles

The Information Technology Division (ITD) Service Catalogue outlines the types of information technology (IT) services available to its Government of Saskatchewan (GOS) customers. A brief description of each service and the available options are described in the Service Catalogue.

Services provided by the ITD are separated into **eleven** different categories or groups, known as **service bundles**. These groupings offer a full range of IT services covering the full spectrum of IT services, from hardware and software, to application development and security services.

The **fact sheets** listed in this catalogue will provide you with a full definition of the service, the price, how to request the service, and other pertinent information. To access this detailed information about each product or service offered, click on the fact sheet link beside the name of the service. (The fact sheets are listed in the *Available Options* section throughout the catalogue.)

ITD Service Desk ~ 787-5000

Support for all services is normally provided from 7:30 a.m. to 5:00 p.m., Monday to Friday. Customers requiring an enhanced level of support to satisfy their business needs have the opportunity to make special support arrangements with the ITD for an additional charge. ITD resource support can be arranged to include 24/7 support, after normal business hours support, or on-call basis support.

Note: The way the ITD Service Desk directs calls changed as of December 27, 2013. Rather than routing calls by ministry, the system will now route the call by services offered.

Requests for most basic services offered in the catalogue, such as new hardware or software, will be handled within five business days. Day-to-day troubleshooting services are available to all customer users simply by emailing the ITD Service Desk at itosedesk@gov.sk.ca, or by calling 787-5000 and selecting one of the menu options, as listed below:

Press 1
<ul style="list-style-type: none"> • Trouble with your own computer system • General questions • To check the status of an existing request
Press 2
<ul style="list-style-type: none"> • Wide-spread trouble with the network • Trouble with applications • Other service outages
Press 3
<ul style="list-style-type: none"> • Password trouble

Information on the [Escalations, Rush/Urgent and Update on Request](#) processes are detailed below following the Table of Contents. This section provides a definition of each category and the process that you will be required to follow to initiate.

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Escalations, Rush and Update of Requests

RUSH – To be used when a customer wants to have a request expedited within the established Service Level Agreement (SLA).

All Rush requests will need to be submitted by a Service Level Coordinator or ITD Account Executive. These must be filled out using the email template located at www.employeeservices.gov.sk.ca/rush and then submitted by email from the SLC or ITD Account Executive to the IT Service Desk's email account at itoservicedesk@gov.sk.ca.

ESCALATIONS – To be used when a request has exceeded the SLA or a customer feels they have received unsatisfactory service.

To escalate a request, please contact the Service Desk at 787-5000. Depending on the situation, the Service Desk Agent you speak to will contact the appropriate team and let them know that it needs to be revisited.

If you do not receive a response within 4 hours please call back and your escalation will be handled by a manager.

REQUEST FOR UPDATE

If you require an update on a request you have with the ITD, please contact the Service Desk at 787-5000 and have your request number ready. The Service Desk will give you any update that is available. If there is no update available, they will contact the person your request is assigned to and ask them to provide an update to you (updates to be provided within one business day).

If you are having issues with any of the processes above, please contact your Service Level Coordinator or ITD Account Executive.

Applications

Service Option Name

Break/Fix

Service Description

The *Break/Fix* service bundle involves restoring an application to a functioning state. The priority is to restore normal service operation as quickly as possible and to minimize any adverse effects on business operations. Specifically, this will only include applications that have been identified in a ministry's Memorandum of Understanding (MOU).

What is Included in this Service

All activities associated with restoring an application to normal service operation.

Available Options

Break/Fix

[Fact Sheet](#)

Custom Options

This service does not include business-driven enhancements to applications. Such enhancements are included in the *Customer Solutions Centre* service bundle.

Price for this Service

All support costs on new applications will be included as projects costs for the first full fiscal year. (Applications must go through a full fiscal year cycle before being moved into Break/Fix.)

For example, if a new application is implemented into production in June of 2014, the application will not move into the Break/Fix category until April 1st of 2016.

There is no charge for effort on application incidents that qualify under the Break/Fix category.

Service Levels

8:00 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

Applications

Service Option Name

Enhancements

Service Description

Application enhancements involve modifications to existing applications to meet new or changing business needs. This is considered discretionary work.

What is Included in this Service

- Administration of production security software
- Backup and recovery schedules and planning assistance
- Capacity planning assistance
- Configuration management
- Consolidation services
- Corrective maintenance
- Creation, deletion and administration of application user accounts and user rights
- Database licenses
- Database restoration
- Installation of system
- Management and monitoring of disk space
- Preventative maintenance
- Release management and promotion to production administration
- Secure hosting environment (if applicable)
- Software and server maintenance
- Technical support
- Upgrade services

Available Options

Enhancements

[Fact Sheet](#)

Custom Options

- Application user management requests that are handled by teams outside of the Account Management team will have charges associated with them and will be billed back to the requesting ministry.
- Some enhancement requests will be facilitated by a Project Manager through the *Customer Solutions Centre* service bundle.

Price for this Service

Effort expended will be charged back to the ministry for Time and Materials, based on the assigned resource rate. (See fact sheet for current resource rates.)

On major application enhancements, all support costs for the first full fiscal year, or part thereof, will be included as project costs. The application will then move into Break/Fix the following fiscal year.

Service Levels

8:00 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

Applications

Service Option Name

Hosting

Service Description

The ITD provides a *Hosting* service for ministry business applications. In certain cases applications must be run on a server. (Web servers and database servers are examples of two such application environments.)

What is Included in this Service

- Asset life-cycle support
- Capacity planning assistance
- Change implementation
- Configuration management
- Corrective maintenance
- Creation, deletion and administration of application user accounts and user rights
- Database restoration
- Infrastructure performance management
- Installation and configuration of system
- Scheduled backups
- Secure and reliable hosting environment
- Software and server upgrades, patches and maintenance
- Technical support, system administration, configuration and tuning

Available Options

Hosting

[Fact Sheet](#)

Custom Options

- Application system upgrades.
- Application user management requests that are handled by teams outside of the Account Management team will have charges associated with them, and these charges will be billed back to the requesting ministry.
- Audit compliance for application recovery
- Database licenses
- Off-the-shelf application licenses for server components
- Platform and software migrations

Price for this Service

Applications are individually priced based on the types of components used to provide the full service of the application.

Service Levels

Default Service Level:

8:00 a.m. to 5:00 p.m. – Monday to Friday

For an additional charge, customers requiring an enhanced level of support have the opportunity to make special support arrangements with the. ITD resource support can be arranged to include 24/7 support, after normal business hours support, or on-call basis support.

The current service support level for your ministry's business application can be found in the Memorandum of Understanding (MOU) agreement between the ITD and your ministry.

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Customer Solutions Centre

Service Option Name

Customer Solutions Centre

Service Description

The *Customer Solutions Centre* service bundle encompasses new services within the ITD that do not fall into any other standard service bundle. Typically this would include application development and modernization, business and technology strategic planning and, in general, solutions to meet the demanding needs of the business.

What is Included in this Service

There are no standard options in the *Customer Solutions Centre* service bundle. All services under this service bundle are custom-priced. Options will depend on the type of resources and solution selected.

Available Options

Customer Solutions Centre

[Fact Sheet](#)

Custom Options

- Application assessment
- Application definition and analysis
- Application development services
- Application implementation services
- Application lifecycle development
- Business and technology strategic services
- Business and user requirements
- Business process analysis and design
- Change and transition management
- Modernization road map
- Project management
- System testing
- Other custom work as requested
- Video conferencing solutions

Price for this Service

The price for this service will vary based on objectives and resource requirements. Cost estimates will be provided to customers requesting services. Resources and materials will be invoiced back to the ministry based on the actual costs incurred.

Service Levels

8:00 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#).

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Data Communications

Service Option Name

Data Communications

Service Description

The *Data Communications* service bundle provides network connectivity to physical locations across the province. Various types of data communication technologies are used, including fibre-optic connectivity, CommunityNet, satellite, and high-speed Internet.

What is Included in this Service

- Coordinating installation with service providers
- Designing, securing, and monitoring of networks
- Equipment, maintenance and support
- Remote, dedicated communications to ITD's core network
- Support of existing data communication technologies
- Troubleshooting connectivity issues

Available Options

Data Communications
Wireless Access Services

[Fact Sheet](#)
[Fact Sheet](#)

Custom Options

- Consultation is provided to help customers select the appropriate *Data Communications* options.
- Custom options in this service bundle include installation connection and disconnection charges at locations.

Price for this Service

All options under this service bundle are based on the type of line speed connection that is requested to service the location where the ministry staff resides.

There will be an additional quality of service charge of \$100 per month for video conferencing lines.

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#).

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

External Users

Service Option Name

Email Account

Service Description

The *Email Account* option allows a customer who is outside of the Government of Saskatchewan (GOS) system to have access to a GOS environment email mailbox and email services.

What is Included in this Service

- A standard mailbox in the GOS email system
- Remote access to the mailbox
- Troubleshooting and support

Available Options

Email Account

[Fact Sheet](#)

Custom Options

Customers are responsible for ensuring there is an anti-virus program installed on their workstations. The anti-virus program must meet the standards used within the GOS environment.

Price for this Service

\$12.09 per user per month

(*Note: There are additional costs for a mailbox that exceeds 100 MB.)

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

External Users

Service Option Name

User Access

Service Description

The *User Access* option allows a customer who is outside of the Government of Saskatchewan (GOS) system to gain access to partner resources and applications within the GOS environment.

What is Included in this Service

- Access to the partner-designated resources, such as disk space or applications
- An active directory account within the GOS infrastructure
- Troubleshooting and support

Available Options

User Access

[Fact Sheet](#)

Custom Options

Customers are responsible for ensuring there is an anti-virus program installed on their workstations. The anti-virus program must meet the standards used within the GOS environment.

Price for this Service

\$13.29 per user per month

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Managed Workstation

Service Option Name

Desktop

Service Description

The *Desktop* service bundle provides personal computing solutions to ITD customers. Personal computers are available with several different configurations, designed to serve the computing needs of various types of users.

What is Included in this Service

- Standard email account (1GB*) and mail archive storage
- Hardware and software inventory
- Installation and setup of hardware
- LAN access and user account
- Life-cycle maintenance and management (patches, updates and upgrades)
- Microsoft Office productivity software service bundle (Word, Excel, Outlook and PowerPoint)
- Monitor, keyboard, mouse and network cable.
- Personal document storage (some limitations)
- Standard set of software
 - Adobe PDF Reader
 - Anti-virus Software
 - Web Browser
 - Lync 2010
- Technical support

Available Options

Standard Desktop [Fact Sheet](#)
 Power User Desktop [Fact Sheet](#)
 Virtual Desktop Workstation [Fact Sheet](#)

Lab and kiosk service bundles will include the same applications as the *Desktop* service bundle.

Commonly used software is also available and supported within the *Desktop* service bundle and can be requested as needed.

Custom Options

- External drives or devices (multi-burner drive)
- Extra RAM
- Extra storage
- Installation of a network drop
- Larger hard drive
- Microphone
- Wireless mouse
- Seasonal equipment option
- Upgraded video card
- Wireless keyboard
- Web Cam

Ministries will be responsible for the cost of custom options. Custom options are not pre-priced. Costs will be invoiced back to the requesting ministry based on the actual cost of delivering the goods and/or services.

Price for this Service

Prices for desktop computers are based on whether they are standard or power user desktops:

- Standard – \$153.62 per desktop per month
- Power User – \$283.35 per desktop per month
- Virtual Desktop – \$174.87 per desktop per month
- Desktop Moves – \$97.66 per unit

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Managed Workstation

Service Option Name

Monitor

Service Description

Monitors are available in several different sizes, designed to serve the computing needs of users. One monitor is included with each desktop option at no additional charge. All second or subsequent monitors are considered extra, as are all monitors connected to laptops.

What is Included in this Service

- A 22-inch monitor is provided with each desktop
- Installation and setup of hardware
- Life-cycle maintenance and management
- Maintenance and support

Available Options

Extra Monitor
Upsized Monitor

[Fact Sheet](#)

[Fact Sheet](#)

Custom Options

- A second standard size monitor
- An upsized monitor

Price for this Service

Prices for monitors are based on the size of the monitor requested.

Second monitor:

- 22-inch monitor – \$17.59 per month
- 24-inch monitor – \$24.21 per month
- 32-inch monitor – \$41.03 per month

Upsized monitor:

- 24-inch monitor – \$5.85 per month
- 32-inch monitor – \$17.72 per month

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Managed Workstation

Service Option Name

Laptop

Service Description

Personal computers are available with several different configurations, designed to serve the computing needs of various types of users. The *Laptop* service bundle offers a solution to ITD customers who require portability.

What is Included in this Service

- Standard email account (1GB*) and mail archive storage
- Installation and setup of hardware
- LAN access and user account
- Life-cycle maintenance and management (patches, updates and upgrades)
- Microsoft Office productivity software service bundle (Word, Excel, Outlook and PowerPoint)
- Network cable.
- Personal document storage (some limitations)
- Software for connecting remotely to the Government of Saskatchewan (GOS) network
- Standard set of software
 - Adobe PDF Reader
 - Anti-virus software
 - Web Browser
 - Lync 2010 (Skype for Business)
 - Laptop specific utilities
 - Laptop encryption
- Technical support

Available Options

Standard Laptop	Fact Sheet
Executive Laptop	Fact Sheet
Power User Laptop	Fact Sheet
Rugged Laptop	Fact Sheet
Microsoft Surface	Fact Sheet

Lab and kiosk service bundles will include the same applications as the *Desktop* service bundle.

Commonly used software is also available and supported within the Laptop service bundle and can be requested as needed, with exception to the Microsoft Surface.

Custom Options

- Additional software for a lab or kiosk
- Computer peripherals:
 - Standard or USB keyboard
 - Standard or optical wheel mouse
- Docking station
- External drives or devices (multi-burner drive)
- Extra RAM
- Extra storage
- Installation of a network drop
- Laptop carrying case
- Larger hard drive
- Locking cable
- Microphone
- Monitor
- Upgraded video card
- Virtual Private Network (VPN) connectivity access
- Web Cam

Ministries will be responsible for the cost of custom options. Custom options are not pre-priced. Costs will be invoiced back to the requesting ministry based on the actual cost of delivering the goods and/or services.

Price for this Service

Prices are based on whether they are standard, executive, power user, or rugged laptops:

- | | |
|--------------|---------------------------------|
| • Standard | – \$178.65 per laptop per month |
| • Executive | – \$217.01 per laptop per month |
| • Power User | – \$238.81 per laptop per month |
| • Rugged | – \$295.99 per laptop per month |
| • Surface | – \$217.01 per laptop per month |

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Managed Workstation

Service Option Name

Docking Station

Service Description

This option is for users who would like to connect their laptop computer to peripherals. Docking stations provide ports for USB devices and monitors to be connected to a laptop.

What is Included in this Service

- AC adaptor to recharge the laptop battery
- Integrated key lock to secure the laptop
- Installation and setup of hardware
- Maintenance and support

Available Options

Docking Station

[Fact Sheet](#)

Custom Options

- Computer peripherals:
 - Standard or USB keyboard
 - Standard or optical wheel mouse

Price for this Service

- Standard laptop docking station – \$9.51 per month
- Rugged laptop docking stations – Custom priced

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

Mobile Services

Service Option Name

Smartphones

Service Description

The Smartphone service bundle offers ITD customers the ability to access their email, calendar, & contacts via a managed Smartphone device.

Customers are free to choose to Smartphone device that meets their business requirements. The ITD supports all Smartphones running the following operating systems:

- iOS 10.x & iOS 9.x
 - ✓ Ex: iPhone 7, iPhone 7 Plus
- Android 6.x and 5.x
 - ✓ Ex: Samsung Galaxy S7, LG G4, Blackberry Android Priv or DTEK50
- BlackBerry OS 10
 - ✓ Ex: BlackBerry Passport

Smartphone model information is available from the Government's [Smartphone vendor website](#).

What is Included in this Service

- Centralized management and security
- Centralized management server license purchases
- Installation and setup of hardware
- Maintenance and support
- Monthly license and support fees
- Network access and connectivity
- Email account synchronization (email, calendar, & contacts)
- SIM card (for connection to cellular carrier)
- Troubleshooting issues and device break/fix assistance

Available Options

Android Smartphone
BlackBerry Smartphone
iPhone Smartphone

[Fact Sheet](#)

[Fact Sheet](#)

[Fact Sheet](#)

Custom Options

- Purchase price of a smartphone device.
- Associated cellular voice and data plan. For information on the Provincial Government Wireless plan, please contact your Ministry's Telephone Coordinator.
- Smartphone pricing is available from the Government's [Smartphone vendor website](#). The Government receives an additional discount from its Smartphone provider. This allows for some of the Smartphone models to be at no cost to the customer. *Pricing is subject to change.*
- The purchase of smartphone accessories, such as cases, chargers, or adapters are not included as part of the service; any purchases should be made through your respective ministry.

Price for this Service

Prices for smartphones are based on the type of device:

- BlackBerry – \$17.54 per device per month
- iPhone/Android – \$25.32 per device per month

One-time setup, licensing & configuration costs are based on the type of device:

- New iPhone/Android – \$227.93 per device
- Replacement iPhone/Android – \$181.91 per device

The Apple Care Plus package is purchased for 6s and 6s plus iPhones at \$169.00 plus tax. The package cost for all other iPhones is \$129.00 plus tax.

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new service options to this bundle.

Mobile Services

Service Option Name

iPad Tablet

Service Description

The iPad tablet service bundle offers assistance to ITD customers who make use of the portability of a tablet device.

The iPad Tablet service bundle offers ITD customers the ability to access their email, calendar, & contacts via a managed iPad Tablet.

What is Included in this Service

- Centralized management and security
- Installation and setup of hardware
- Maintenance and support
- Outlook email and calendar synchronization with cellular data plan
- Troubleshooting issues and device break/fix assistance

Available Options

iPad Tablet

[Fact Sheet](#)



Custom Options

- Purchase price of the iPad Tablet.
- Associated cellular voice and data plan. For information on the Provincial Government Wireless plan, please contact your Ministry's Telephone Coordinator.
- The purchase of tablet accessories, such as cases, chargers, or adapters are not included as part of the service; any purchases should be made through your respective ministry.

Price for this Service

- \$25.32 per device per month

One-time setup, licensing & configuration costs are based on the type of device:

- New iPad Tablet – \$227.93 per device
- Replacement iPad Tablet – \$181.91 per device

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.



Printing and Imaging Services

Service Option Name

Printer

Service Description

The *Printing and Imaging Services* service bundle provides hardware, support and maintenance for printing and imaging. Standard selections include the option of colour printing.

What is Included in this Service

- Installation and configuration of customer computers to access the printer
- Installation and setup of hardware
- Installation of the LAN component necessary to connect the printer to the network
- Life-cycle maintenance and management
- Printer cable (for personal printers only)
- Printer maintenance and support
- Troubleshooting printing issues

Available Options

Personal Printers
Workgroup Printers
Multifunction Devices (MFDs)

[Fact Sheet](#)

[Fact Sheet](#)

[Fact Sheet](#)

Custom Options

- Installation of a network drop
- Ministries will continue to be responsible for consumables. This service bundle does not cover paper, toner or staples.
- Printer stands or cabinets
- USB printer cable

Price for this Service

Printing and Imaging Services standard options are charged per device on a monthly basis. See fact sheets for pricing.

Personal printers are now purchased out right. This item will appear as a "Legacy" printer on ministry invoices. The cost for personal printers are the cost of the device plus a support fee per device per month.

Select the appropriate service bundle fact sheet under the Available Options section for the exact printer prices.

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

Printing and Imaging Services

Service Option Name

Plotter

Service Description

The *Printing and Imaging Services* service bundle offers devices that are used for wide-format printing of posters, banners, maps, and other graphical art.

What is Included in this Service

- Cable connections
- Installation and configuration of customer computers to access the plotter
- Installation and setup of hardware
- Installation of the LAN component necessary to connect the plotter to the network
- Life-cycle maintenance and support
- Plotter maintenance and support
- Troubleshooting plotter issues

Available Options

Low End Plotter
Mid Range Plotter
High End Plotter

[Fact Sheet](#)

[Fact Sheet](#)

[Fact Sheet](#)

Custom Options

- Installation of a network drop
- Ministries will continue to be responsible for consumables. This service bundle does not cover paper or toner.
- Plotter stands or cabinets

Price for this Service

Prices for plotters are based on whether they are low-end, mid-range, or high-end plotters:

- Low-end – \$57.59 per device per month
- Mid-range – \$205.61 per device per month
- Mid- range Wide – \$236.39 per device per month
- High-end – \$420.55 per device per month

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Printing and Imaging Services

Service Option Name

Scanner

Service Description

The *Printing and Imaging Services* service bundle offers a flatbed scanner for converting a printed image or document into a digital image.

What is Included in this Service

- Cable connections
- Installation and configuration of customer computers to access the scanner
- Installation and setup of hardware
- Installation of the LAN component necessary to connect the scanner to the network
- Life-cycle maintenance and support
- Scanner maintenance and support
- Troubleshooting scanner issues

Available Options

Scanner – Personal (Small Office) [Fact Sheet](#)
 Scanner – Basic [Fact Sheet](#)
 Scanner – Mid Range (See MFD Options) [Fact Sheet](#)

Custom Options

- Installation of a network drop
- Scanner stands or cabinets

Price for this Service

- Personal – \$16.08 per device per month
- Basic – \$48.41 per device per month
- Mid Range – See Multi-Function Device Options
Price Range: \$63.48 to \$650.80

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Professional Services

Service Option Name

Professional Services

Service Description

This service bundle provides technology solutions to solve unique business problems and encompasses work that does not typically fall into any other service bundles.

The ITD provides a wide variety of IT project services across a number of different categories and, when necessary, will engage industry experts to provide assistance.

What is Included in this Service

- Application management services
- Business case development facilitation
- Business consulting services
- Consolidation services
- Customer IT management support, coordination and governance
- Facilitation of customer IT strategic planning
- IT governance facilitation
- IT strategy facilitation
- IT transformation facilitation.
- Memorandum of Understanding (MOU) negotiations
- System testing

Available Options

Professional Services

[Fact Sheet](#)

Custom Options

This service bundle encompasses all work within the ITD that does not fall into any other service bundle.

Price for this Service

All options under this service bundle are custom-priced. Effort expended will be charged back to the ministry for time and materials, based on the assigned resource rate.

See fact sheet for current resource rates.

Service Levels

8:00 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#).

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Security Services

Service Option Name

Security Services

Service Description

In order to protect the integrity of government systems and information, the ITD conducts regular security audits and vulnerability testing on its network and employs intrusion detection software, as well as a wide array of other technologies. The *Security Services* service bundle encompasses work outside of the standard security services that the ITD provides.

What is Included in this Service

All services under this service bundle are custom-priced. Options will depend on the type of security solution selected.

Available Options

Security Services
2 Factor Authentication

[Fact Sheet](#)
[Fact Sheet](#)

Custom Options

- Application security assessments
- Compliance consulting
- Disaster recovery plan consulting
- Risk management services
- Security awareness training
- Adhoc or special security testing (e.g. PCI)

Price for this Service

Price for this service bundle will vary based on objectives and resource requirements. Resources and materials will be invoiced back to the ministry based on the actual costs incurred. *(Please refer to the fact sheets for more information.)*

Service Levels

8:00 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Software

Service Option Name

Desktop Applications

Service Description

The *Desktop Applications* service bundle provides desktop-installed applications and software that employees need in the course of their work day. A full list of software applications are available for users to review and select from.

Standard options include both:

- Commercial, off-the-shelf (COTS), ready-made software products; and
- Custom-built, in-house applications.

What is Included in this Service

- License application administration
- Annual vendor maintenance when applicable
- Package installation on the desktop
- Secure and reliable physical environment for hosting
- Software patching
- Support for desktop software component
- Technical support

Available Options

Windows 7 Desktop Applications Fact Sheet [Fact Sheet](#)
 Microsoft Lync 2010 [Fact Sheet](#)
 Video Conferencing [Fact Sheet](#)

Custom Options

The ITD has made every effort to provide all currently-supported applications as standard options. More applications may be added as standard service bundles during the fiscal year, as they are discovered and priced. This service does not include business-driven enhancements to applications.

Price for this Service

As software is brought into the environment, it will be added to the Service Catalogue. The initial purchase of software will be considered a custom item and charged back to the applicable ministry. A one-time initial setup fee may be charged back to the ministry.

To see the list of software click on the Windows 7 Desktop Applications Fact Sheet for more information.

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#), contact the ITD Service Desk at 787-5000 or by sending an email to itoservicedesk@gov.sk.ca.

Upcoming Service Improvements

As an ongoing service to our customers, the ITD will continue to evaluate opportunities to add new services to this bundle.

Storage

Service Option Name

Business Important Storage

Service Description

Disk storage intended for use within basic productivity applications and network databases. Standard options include group drive storage and application drive storage.

What is Included in this Service

- Administration of data access rights
- Backup and storage of data
- Managing and monitoring of infrastructure hardware, system resources, operating systems, and databases
- Physical storage space
- Recovery of storage data due to an incident or systems event

Available Options

Business Important Storage

[Fact Sheet](#)

Custom Options

- Data restores with an non-specific recovery date
- Security reviews and investigations

Price for this Service

Pricing is based on your requirements, such as consumption and backup/recovery needs. Submit a Service Request for a detailed cost estimate.

Service Levels

7:30 a.m. to 5:00 p.m. – Monday to Friday

How to Request Service Changes

Submit a [Service Request](#).

Upcoming Service Improvements

Currently, the *Storage* service bundle provides only one standard option – Business Important Storage (Tier 3). The remaining storage tiers are only available for the hosting component of software and applications.

Service Levels

The **global service levels** define the initial response times by the Service Desk for incidents and/or service requests in all service offerings. The ITD commits to meeting the following global service levels:

- Grade of Service – At least 90% of all incoming calls answered within 30 seconds.
- Abandon Rate – Unanswered calls represent no more than 5% of all incoming calls.

After the initial response, service levels for individual service requests and incidents are defined using a priority system. Priority levels are defined by targets in several different dimensions. Service Desk representatives assign a priority to every individual incident and service request, based on the priority level.

Priority levels for **incidents** are defined in the following table:

** Indicates the standard default level*

Priority	Target Incident Response Time	Customer Status Update Time	Target Resolution Time
Priority 1	30 minutes	Every 60 minutes, or as agreed upon with the customer(s)	4 hours or less
Priority 2	1 hour	Every 2 hours or as agreed upon with the customer(s)	6 hours or less
Priority 3* (Default)	2 hours	Every 4 hours	1 business day or less
Priority 4	1 day	Upon request	5 business days or less

Priority Levels for **service requests** are defined in the following table:

Priority	Target Service Request Response Time	Customer Status Update Time	Target Completion Time
Priority 1	1 hour	Every 4 hours, or as agreed upon with the customer(s)	1 business day or less
Priority 2	By automated email	Upon request	3 business days or less
Priority 3* (Default)	By automated email	Upon request	5 business days or less
Priority 4	By automated email	Upon request	Mutually agreed

The **current service levels for incidents** are:

- Prime location – One business day
- Non-prime location – Two business days

Prime locations include: Regina; Saskatoon; Prince Albert; Swift Current; Yorkton; North Battleford; La Ronge; and Meadow Lake.

Service requests and incidents have priority levels, based on the nature of the request/incident. Priorities may be adjusted on a case-by-case basis, depending on a number of factors including, but not limited to, business impact and urgency.

Current service levels for **service requests** are outlined in the following table:

<i>Target Completion Time and Service Requested</i>
Target Completion Time: 15 minutes
<ul style="list-style-type: none"> • Network password reset
Target Completion Time: 1 business day
<ul style="list-style-type: none"> • Disable and delete network accounts
Target Completion Time: 5 business days
<ul style="list-style-type: none"> • New hardware and setup (standard product list) • Change to existing hardware (standard product list) • Move existing hardware (prime location) • Customer application accounts (disable and delete of application users) • Customer application account (new account, user ID, password, access) • Email distribution lists (create, add or remove) • New software install (standard software list) • New customer email account • New user accounts, initial passwords, and directory access (add or remove) • Software change (change of existing installation of software – such as a version upgrade only if on standard software list)
Target Completion Time: Best effort
<ul style="list-style-type: none"> • New/change/move hardware (non-prime location)

Note: Target times are for **prime locations** and DO NOT apply to **non-prime locations**.

Prime locations include the following communities:

- Regina
- Prince Albert
- Yorkton
- Meadow Lake
- Saskatoon
- Swift Current
- North Battleford

Glossary of Terms

<i>Term</i>	<i>Definition</i>
Account Executive	Each ministry has a designated Account Executive (formerly known as the Customer Service Representative) from the ITD. Typically the Account Executive interfaces with senior ministry executives and ministry service level coordinators (SLCs) at a strategic level. They are also available to resolve issues and address ministry concerns.
Availability	Storage system uptime, as a time measure. The measurement reflects how much the storage service is accessible including planned and unplanned downtime, based on 24x7 operations.
Break/Fix	The process of restoring an application to a normal functioning state. Application enhancements are not covered under this warranty.
Corrective Maintenance	The maintenance required to fix known errors in the design of an application or system.
Custom Option	Service(s) that are not included as a <i>standard option</i> . These types of services do not have a Memorandum of Understanding (MOU) associated with them.
Customer Solutions Centre	This work unit provides solutions and new services that do not fall into any other standard service bundle.
Customer Status Update Time	The time interval that the Service Desk has to update the customer who reported the incident or submitted the service request on ticket status.
Enhancement	Modifications to existing applications or services.
Fact Sheets	Detailed and technical information pertaining to a service option listed in the Service Catalogue.
Incident	Any event which is not part of the standard operation of a service, and which causes, or may cause an interruption to, or reduction in, the quality of that service.
ITD-Certified Application	All applications that are listed in the ITD Service Catalogue are considered certified. For any new applications, procurement will require a certification process.
Kiosk Image	A pre-configured suite of applications for public-access kiosks. The applications are similar to the <i>Standard Office Productivity Software</i> bundle, but require a higher level of security for user permissions to allow for public access.
Legacy	The term Legacy refers to hardware that has been purchased or grandfathered in prior to March 31, 2008. The legacy charge is a fee that pays for the support given to the device per month. This support fee includes drive install, setup, etc.
Preventative Maintenance	The activities performed to prevent or detect failures to an application or system before they impact the user.

Term	Definition
Priority Level	Used to define target response time, resolution time, customer status update time, and on-target resolution time. There are four priority levels assigned to service requests and incidents, based on factors including, but not limited to, business impact and urgency.
Problem	A condition identified by a single significant incident (or multiple incidents) which have common symptoms indicating a single error for which the cause is not yet known.
Service Bundle	Each service bundle consists of a number of related service options.
Service Desk	Provides a single point of contact for Government of Saskatchewan (GOS) users.
Service Level Agreement (SLA)	Agreed upon response times by ITD for incident and/or service requests in all service offerings.
Service Level Coordinator (SLC)	Each ministry has an employee designated as a service level coordinator (SLC). This employee works in your ministry and acts as a liaison with the ITD for services.
Service Option	Individual services that, when grouped together, make up an IT service bundle. Service options can be either <i>standard options</i> or <i>custom options</i> .
Service Request	A request for any change to existing services or a request to add new services. Requests are specifically requested for an end user and approved by the appropriate IT service approver.
Standard Office Productivity Software Bundle	A pre-configured suite of applications that is loaded as a whole to a personal computer.
Standard Option	Service(s) that have a pre-defined price and Memorandum of Understanding (MOU) associated with them.

Frequently Asked Questions (FAQs)

Asset Inventory

Data Recovery

Decommissioning Applications

Employees

Escalations

Extended Hours of Support

Geographic Support

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Loaner Equipment, Mobile Labs and Kiosks

Mobile Customer Support

Office Moves

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Priority Requests

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Scheduled Network Maintenance

Security – Investigations Support

Training

Wireless Networking

Asset Inventory

Q: *How do I get an inventory of the assets in my ministry?*

A: Every ministry has a designated Service Level Coordinator (SLC). The SLC has access to your ministry's asset information. The SLC for your ministry is listed in the [portfolio assignments](#) document located on the [Employee Services Portal](#).

Data Recovery

Q: *There are some files/folders missing on the network, how do I get them back?*

A: The ITD provides restore and recovery services of customer email and personal document data previously backed up and stored within ITD control. Mailbox data will be restored in its entirety, not at an individual item level. In the unlikely event of a catastrophic failure, the ITD will recover all data up to the last back-up.

Decommissioning Applications or Services

Q: *How can I retire an application or service that the ITD is supporting?*

A: Complete a service request asking that the application or service be decommissioned and submit it through one of your ministry's service approvers. The specific application name and/or service will be required to ensure that there is a clear understanding of which application or service will be decommissioned. As part of the service, ITD resources will assess the environment and advise you if retiring the application or service will have an adverse affect on existing services.

Employees

Q: *I have a new employee starting, what do I need to do?*

A: Complete a service request using the drop downs within the form to fulfil your requirements and submit it through one of your ministry's service approvers. Please provide the employee's name, location and employment start date. Refer to the *Managed Workstation* bundle in the Service Catalogue to select the preferred hardware.

Q: *I have an employee leaving, what do I need to do?*

A: Complete a service request and submit it through one of your ministry's service approvers. Please include the employee's name, location and last day of work. ITD staff will cancel the employee's account and services, and will make arrangements with you to pick up the employee's workstation if required.

Q: *I have an employee moving from one unit to another, what do I need to do?*

A: This is only if a an employee is moving within the **SAME** Ministry. Complete a service request and submit through one of your ministry's service approvers. Please provide the employee's name, which location they are moving from and to, and the date of the move. Include any distribution lists and active directory groups the employee can be removed from and added to. Be sure to include the GOS numbers of any equipment being moved to the employee's new location.

Escalations

Q: *I did not hear back from the ITD when I submitted a service request. Is there someone I can talk to escalate my concerns?*

A: If you require an update on a request you have with the ITD, please contact the Service Desk at 787-5000 and have your request number ready. The Service Desk will give you any update that is available. If there is no update available, they will contact the person your request is assigned to and ask them to provide an update to you (updates to be provided within one business day).

If you are having issues with any of the processes above, please contact your Service Level Coordinator.

Extended Hours of Support

Q: *I need the ITD to provide support after regular business hours. How do I arrange on-call service or after-hours support?*

A: Extended service periods are the periods from 5:00 p.m. to 7:30 a.m. on weekdays, and from 12:00 a.m. to 11:59 p.m. on all weekends and statutory holidays observed by the Government of Saskatchewan. Standard after-hours support services are available to all ITD customers through normal support procedures. Support arrangements can be made by completing a service request and submitting it through one of your ministry's service approvers.

Q: *My ministry has special activities occurring during certain months of the year. How do I request extended support for a period of time?*

A: If this is a one-time event, extended periods of support can be made available to the ministry by completing a service request and submitting it through one of your ministry's service approvers. If this event occurs regularly or on an annual basis, please contact your [Account Executive](#). Arrangements can be made to have the service included in your ministry's MOU.

Geographic Support

Q: *What type of geographic support does the ITD provide to our smaller offices?*

A: The ITD maintains resident technical representatives in several major metropolitan areas throughout Saskatchewan. In all other areas, the ITD technical representatives will travel to customer locations if the

problem cannot be resolved by telephone advice. The ITD will deliver services in all customer facilities across the province of Saskatchewan. Prime ITD support facilities are located in: Regina, Saskatoon, Prince Albert, Swift Current, Meadow Lake, Yorkton and North Battleford.

Hardware

Q: *How frequently does the ITD replace workstation equipment?*

A: Every option within the *Managed Desktop* offering includes life-cycle management. This is set to occur every three years. As part of life-cycle management, the ITD procures new assets and disposes of assets at end-of-life. Computer hardware and software is periodically replaced in order to maintain service levels and efficiencies. In the event of periodic replacements, custom options will not necessarily be transferable to the new system. If required, a new custom option may need to be purchased.

Q: *I need a larger monitor. Can I swap my monitor in for a larger size?*

A: Yes. Complete a service request with your requirements and submit it through one of your ministry's service approvers. Note that there will be an additional monthly cost added for selecting the upsized monitor option.

Q: *I need a DVD burner for my workstation, what do I need to do?*

A: Complete a service request with your requirements and submit it through one of your ministry's service approvers.

Q: *I need an external hard drive, what do I need to do?*

A: Complete a service request with your requirements and submit it through one of your ministry's service approvers.

Q: *The printer we have in our office is not meeting our needs. Can it be traded in for a better printer?*

A: Yes. Complete a service request with your requirements and submit it through one of your ministry's service approvers. ITD staff will work with the Customer to find the right printer that meets your business needs.

Home Support

Q: *Does the ITD provide home support?*

A: The ITD does not provide onsite service to locations other than designated headquarters.

Installing Downloads

Q: *I am unable to install a downloaded program on my computer. What do I need to do to get the software installed?*

A: Complete a Service Request and submit through your ministry Service Approver. For your protection, the ITD does not enable the ability to install software on your workstation.

Q: *I requested a freeware program to be installed. Why is there a charge for free software?*

A: The ITD takes every precaution to understand the license terms and agreement for use of the software. While freeware is typically free to the average person, some license agreements stipulate that business or governments are not eligible to use the product for free.

Loaner Equipment, Mobile Labs and Kiosks

Q: *How do I borrow equipment from the ITD?*

A: The ITD Warehouse maintains a pool of loaner laptops and data projectors which may be borrowed by customers upon request. Loaner equipment is intended for short-term use only, and is available on a first-come-first-served basis. Five days' notice is recommended to ensure availability. Any ministry customer/employee can request loaner equipment by submitting an approved Service Request to the IT Service Desk through a valid approver and the equipment will be deployed to you (and picked up) by IT Regional staff when ready.

Generally, the loan period should not exceed two weeks.

Please ensure that in the case of a mobile lab, that a contact name is provided for the actual location where the lab will be set up, so that the IT division staff can ensure that the equipment ends up where it is needed. ITD resources will work with customers to create a custom solution to meet your business needs. Pricing for this service will be based on the resources required to fulfil this service.

Mobile Customer Support

Q: *I work outside of the office for extended periods of time. As a mobile customer how do I get support when I need it?*

A: The ITD does not provide onsite service to locations other than designated headquarters. If attempts to resolve problems via telephone service fail, equipment must be shipped or delivered to the nearest ITD facility for repair. Arrangements will be made with mobile customers to meet an ITD representative at pre-arranged times, at a mutually-agreed facility.

Office Moves

Q: *How do I arrange for an office move?*

A: Complete a service request and submit it through one of your ministry's service approvers. If the office move involves a large number of employees, the ITD asks that you provide sufficient lead time to make the necessary arrangements.

Passwords

Q: *I have forgotten my password. Who can I call for help?*

A: The ITD is pleased to provide you with a self-help tool that allows you to reset and manage your own logon password. You no longer need to contact the Service Desk if you've forgotten your password, or need to reset a password for any reason.

This feature is accessible from your Windows logon screen when you logon to your computer. The *Manage My Password* button is located in the bottom left-hand side of your logon window. If you experience any problems, please contact the Service Desk at 787-5000.

Priority Requests

Q: *I have a priority request, how can I make sure my request is taken care of quickly?*

A: To initiate a RUSH it will need to be submitted by a Service Level Coordinator or ITD Account Executive. These must be filled out using the email template located at www.employeeservices.gov.sk.ca/rush and then submitted by email from the SLC or ITD account Executive to the IT Service Desk's email account at itoservicedesk@gov.sk.ca.

Reports

Q: *How do I get a listing of our ministry's folders and identify the employees that have access to the information on the network?*

A: Complete a service request with your requirements and submit it through one of your ministry's service approvers.

Q: How do I get a listing of the software that the employees in my ministry are using?

A: Complete a service request with your requirements and submit it through one of your ministry's service approvers.

Scheduled Network Maintenance

Q: I need to access the network on the weekend. Does the ITD have scheduled maintenance times?

A: Scheduled maintenance times for infrastructure are every Saturday starting at 6:00 p.m. until Sunday at 6:00 a.m. During this period, any or all online services may be impacted. Consideration will be given to specific customer availability requirements, backup windows, and to special application processing, as identified with reasonable advance notice to the ITD.

Security – Investigations Support

Q: There is some suspicious activity going on with one of my applications. Is there someone at the ITD who can help me find out what is going on?

A: Complete a service request explaining your concerns and provide an explanation of the problem that is occurring. Forward the request to one of your ministry's service approvers for processing. If this is an emergency request you can contact your ministry's Service Level Coordinator (SLC) or [Account Executive](#) for immediate assistance.

Training

Q: Does the ITD offer any training?

A: At this time, the ITD offers only basic Service Desk support for training. If there is an existing service that the ITD provides, you can contact your ministry's Service Level Coordinator (SLC) or [Account Executive](#) to make arrangements for a demonstration to your ministry.

Wireless Networking

Q: Does the ITD offer wireless networking?

A: Wireless networking falls under custom options. If you have an inquiry regarding wireless networking, complete a service request with your questions, and submit through one of your ministry's service approvers. You will be contacted by a Solution Analyst or a resource from the Customer Solutions Centre to discuss your business needs and the options available.

Document Revision History

VERSION	DATE	COMMENTS
Version 1	April 1, 2011	Complete revision to Service Catalogue
Version 2	October 15, 2011	<p>New additions:</p> <ul style="list-style-type: none"> • iPad tablet support • A small office colour printer • A mid range scanner • An executive laptop • A BlackBerry model details page <p>Changes:</p> <ul style="list-style-type: none"> • On some of the pages, the office hours were changed from 7:30 a.m. to 5:00 p.m. to 8:00 a.m. to 5:00 p.m.
Version 3	January 15, 2012	<p>New additions:</p> <ul style="list-style-type: none"> • Virtual desktop <p>Changes:</p> <ul style="list-style-type: none"> • Clarification of standard mailbox size (and note about extra costs if 100 MB is exceeded was added where needed).
	June 15, 2012	<p>Changes:</p> <ul style="list-style-type: none"> • 1.3% increase across most costs • Review of and updates to desktop applications (software); all prices were removed. • Consolidation of multifunction devices • Removed some of the upcoming service improvements comments as they weren't applicable.
	July 4, 2013	<p>New additions:</p> <ul style="list-style-type: none"> • Smartphones fact sheet added. • Wireless Access Service fact sheet added. • 2 Factor Authentication fact sheet added. • Lync 2010 fact sheet added. • Added Video Conferencing Service Offering.
	February 24, 2014	<p>New additions:</p> <ul style="list-style-type: none"> • New offering added – Android Smartphone. • Addition of the Semi-Rugged Laptop option. • Escalation, Rush/Urgent and Update section added. <p>Changes:</p> <ul style="list-style-type: none"> • Added that a network cable and 1 power adapter are included to the managed workstation and laptop offerings and updated fact sheets. • Updated Desktop Software listing. • Changed Customer Service Representative name to Account Executive. • Remove references to contacting CSR/AE. • Smartphone information updated. • iPad Tablet Support information updated. • Blackberry Smartphone information updated. • iPhone Smartphone information updated. • Mobile Services offering information updated. • Updated Smartphone Models information. • Service Desk phone option list changed to services offered from

		<p>routing calls by ministry.</p> <ul style="list-style-type: none"> Removed Wireless Corporate Plan agreement link. Information has been integrated into the Service Catalogue offering. FAQ – Escalation Process has been updated to include the process for Escalations, Rush/Urgent and Update requests.
	December 8, 2014	<p>Changes:</p> <ul style="list-style-type: none"> Updated Service Catalogue to Version 5.1. Changed ITO to ITD. Application – Break/Fix Price for this Service: Removed the first 12 months statement and replaced it with a full complete fiscal year. Removed the word warranty. Application – Enhancements Price for this Service: Clarified Warranty and Support costs on major application enhancements. Removed the word warranty. Scanner - Specialty option removed. This service is only used within projects and is not being requested outside of that process. Scanner – Mid-Range fact sheet removed. The link was updated to go to the Multi-Function devices. Clients are selecting the MFD option and are not requesting this service. Mobile Services Smartphones (iPhone & Android) and iPad Replaced Service Offering information. Removed Current Smartphone Models Fact Sheet. Updated information to clarify pricing of one-time setup fees and the cost to upgrade from another mobile device. Mobile Services Smartphones - Blackberry Smartphone Definition modified. Removed that the purchase of a Blackberry is considered a custom option. Mobile Services – iPad Tablet Support Replaced the iPad Tablet Support factsheet with the new iPad Tablet factsheet. Elaborated on the data plan information and added upgrade replacement costs. External Users – Email Account Added a reference to Outlook Web access. External Users – Remote Access Changed Remote Access name to User Access. Printing and Imaging - Personal Printers Changed input capacity to 250 sheets from 260 sheets.
	October 19, 2015	<p>Changes:</p> <ul style="list-style-type: none"> Updated Service Catalogue to Version 5.4 . Mobile Service – Smartphones Added “The Apple Care Plus package is purchased for 6s and 6s plus iPhones at \$169.00 plus tax. The package cost for all other iPhones is \$129.00 plus tax.” Updated iOS and model information. Changed SaskTel’s website link to Smartphone vendor website and updated URL. Printing and Imaging – Printers Added that personal printers are now purchased and a monthly support fee of \$3.32 will be recovered per device (legacy fee). Adjusted printer price range to reflect the removal of personal printer monthly fee. Printing and Imaging – Multifunction Devices (MFDs) Modified formatting of the MFP Specialty header. Added the definition of Legacy to the Glossary of Terms. Frequently Asked Questions (FAQ’s): Modified Loaner Equipment to include Mobile Labs. Updated information in the Answer column.

		<p>Removed the Computer Labs and Kiosks Q & A and merged it with Loaner Equipment and Mobile Labs. Renamed Loaner Equipment and Mobile Labs to Loaner Equipment, Mobile Labs and Kiosks. Added a process change to the Priority Requests Q & A indicating that rush requests must be submitted by the Ministry SLC.</p> <ul style="list-style-type: none"> Escalations, Rush/Urgent and Update of Requests – Added that effective October 19th all rush requests must be submitted by the Ministry SLC.
	May 3, 2016	<p>Changes:</p> <ul style="list-style-type: none"> New option added under Custom Options called Adhoc or special security testing (e.g. PCI).
	May 3, 2016	<p>Changes:</p> <ul style="list-style-type: none"> Updated Service Catalogue to Version 5.4. Security Services Fact Sheet. Expanded description provided for the Adhoc or Special Security Testing (e.g. PCI) section. Modified Definition: Added vulnerability management technology and removed intrusion detection software. Printing and Imaging: Printers Updated option information for: Personal Printers Workgroup Printers Multifunction Devices (MFPs) Printing and Imaging: Scanners Updated Fact Sheet information for: Low End Plotter Mid End Plotter High End Plotter Printing and Imaging- Scanner – Personal (Small Office) Updated personal scanner unit cost: Prior to December 2015 Unit Price was \$16.08 per scanner per month. After December 2015 Purchase Unit Price will be: Purchase Price plus Legacy \$5.58 per scanner per month.
	August, 2016	<p>Changes:</p> <ul style="list-style-type: none"> Updated Service Catalogue to Version 6. Escalations/Rush and Updates Removed reference to Urgent as Rush has taken its place Expanded description provided for Escalations Modified Rush to include Account Executives Managed Workstation: Desktops Changed all references of 100MB to 1GB Removed USB and added wireless keyboard and mouse into custom options Removed all references to Avery Wizard and Visio Viewer from the standard build Managed Workstation: Laptops Changed all references of 100MB to 1 GB Removed webcam or microphone may be required Removed all references to Avery Wizard and Visio Viewer from the standard build Software: Desktop Applications Updated the description for Unit price for Win7 applications on the fact sheet Removed all listed Windows XP applications

		<p>Added a new page “Windows 7 Tested and Approved Applications” with a live link to Windows 7 applications.</p> <ul style="list-style-type: none"> • Service Levels <ul style="list-style-type: none"> Removed mail opening service level Removed “remove user” from 1 day target Removed initiation of procurement request; move existing hardware (non-prime location); new hardware install (standard product list); new software install (bundled software list); new software setup; new user Added “only in our environment” after version upgrade from the 5 day target • Glossary of Terms <ul style="list-style-type: none"> Removed mail opening Added Service Level Agreement • Frequently Asked Questions <ul style="list-style-type: none"> Added clarification to FAQ Answers. Removed iPad Removed reference to Urgent from the Priority requests and modified Rush to include Account Executives
	November 21, 2016	<p>Changes:</p> <ul style="list-style-type: none"> • Updated Service Catalogue to Version 6.1. • Managed Workstation: Monitor <ul style="list-style-type: none"> Replaced the 19” standard monitor with 22” standard monitor • Managed Workstation: Laptop <ul style="list-style-type: none"> Removed the Semi-Rugged option
	March, 2017	<p>Changes:</p> <ul style="list-style-type: none"> • Updated Service Catalogue to Version 6.2. • Managed Workstation: Laptop <ul style="list-style-type: none"> Added the Microsoft Surface as an option Created a fact sheet for Microsoft Surface • Mobile Services: Smartphone <ul style="list-style-type: none"> Updated the IOS, Android and Blackberry information and Blackberry fact sheet