



Message from the Minister

I am pleased to present the Ministry of Government Services 2011-12 Annual Report Highlights, which notes the Ministry's significant achievements and aligns with Government's direction of: Sustaining Economic Growth, Securing Saskatchewan and Keeping Promises.

Government Services has made progress to fulfill its commitments by helping Government meet its New West Partnership obligations, working to reduce Government office space and return space to the commercial real estate market, reducing Government's environmental footprint, and improving programs and services to better serve its stakeholders.

This document provides a high level summary of the Ministry's accomplishments. For more detailed information on the Ministry's results, please refer to the Ministry's 2011-12 Annual Report or visit the Ministry's website.

*Honourable Nancy Heppner
Minister of Central Services*

Mission Statement:

The Ministry supports Government program delivery by providing accommodation and property management, transportation services, purchasing, risk management, records management, telecommunications and mail distribution. Services are delivered by providing good value for money and by incorporating environmental initiatives through the purchase of fuel efficient vehicles and reduction of Government's environmental footprint.



For more information on the Ministry, see www.cs.gov.sk.ca or call 306-787-6911.



Ministry of Government Services 2011-12 Annual Report Highlights

The Saskatchewan Advantage



Photo Credit: Tourism Saskatchewan/Greg Huszar Photography

Ministry Overview

The Ministry of Government Services is a central service provider to Executive Government and other government organizations. This includes an array of services, including finding and providing office space for Government employees, cleaning and maintaining Government buildings, operating the Central Vehicle Agency, storing Government records, ensuring mail reaches its destination, managing risk and providing telecommunications support.

Government Services is also responsible for Executive Air and provides pilots, maintenance services and hangar space for the Saskatchewan Air Ambulance program.

Government Services' role is to provide efficient and effective service to support other Ministries, so they can in turn fulfill their mandate and serve the people of Saskatchewan.

The Ministry interacts with Executive Government and other Government organizations. It operates in 157 communities, leases or owns 720 buildings, processes 22 million pieces of mail, operates six aircraft and owns 4,650 vehicles.



The Ministry of Government Services: Improving the Work Order Process

The Ministry is seeking new technologies and looking at ways to simplify its work order process by applying Lean methodologies. A team of nine Government Services' employees gathered to review the work order process and find efficiencies. The group determined a number of unnecessary steps involved in completing work orders and formulated a plan to simplify the process.

The work order process was initially 13 steps, but the group identified that almost half the steps were not required and could be eliminated. They also came up with a new and innovative approach to automating the work order process.

By using barcodes on pieces of equipment that require scheduled inspections, employees could simply scan the barcode using a hand-held device to begin the process of completing a scheduled inspection. Once the barcode is scanned, a checklist will appear on the hand-held device. The employee will complete the checklist and transmit the order back as complete. This eliminates all the paperwork required to complete a work order and makes the entire process electronic.

A pilot project will be initiated at the Saskatchewan Disease Control Laboratory to test the process. If the pilot project is successful, the Ministry will consider rolling out the project Government-wide.



Financial Summary

2011-12 Funding (in thousands of dollars)

	Budget	Actual
Total Appropriation	45,950	40,737
Costs Allocated to Ministries	182,454	184,880
Costs Charged to External Clients	64,098	80,681
TOTAL	\$292,502	\$306,298

Actual FTEs: 738.1

VISION

A secure and prosperous Saskatchewan, leading the country in economic and population growth, while providing a high quality of life for all.

Photo Credit: Tourism Saskatchewan/Greg Huszar Photography

Our 2011-12 Significant Achievements

Sustaining Economic Growth....

- Under the New West Partnership, a tri-party working group has been established with Alberta and British Columbia to identify future areas of cooperation for procurement. Government Services has also established a Saskatchewan working group, and the Ministry is working with the Crown, municipal, academic, school and health sectors to have their opportunities posted to SaskTenders by July 2012.
- Government Services has implemented a space standard and anticipates being able to reduce Government's space footprint, and return space to the commercial real estate market in 2012 and 2013.

Securing Saskatchewan...

- Government Services is pursuing Building Owners and Managers Association (BOMA) Building Environmental Standards (BEST) certification, a third party certification that recognizes environmental management, for its buildings. Four buildings were certified over the course of the year and one is still in progress.
- The Ministry is working with its clients in Executive Government to execute a revised cleaning standard and waste recycling initiative. In 2010, the initiative was rolled out to 14 provincial office buildings, and in 2011 phase two was rolled out to 22 buildings. Since it was implemented, the initiative has seen a seven per cent reduction in electricity and a 42 per cent reduction in waste going to the landfill from participating facilities. Phase three will roll out to an additional five buildings in September 2012.

Keeping Promises...

- Government Services has taken steps to manage the Central Vehicle Agency responsibly by implementing a new fleet management system, reducing the size of the fleet and adopting a new business model focused on transparency, safety, value for money, environmental responsibility and informed decision making.
- In an effort to improve processes, Government Services adopted the Lean methodology and applied it to the Mail Services area. Warehouse space dedicated to Mail Services was reduced by 20 per cent, processes were reduced and the layout was reorganized to improve work flow.

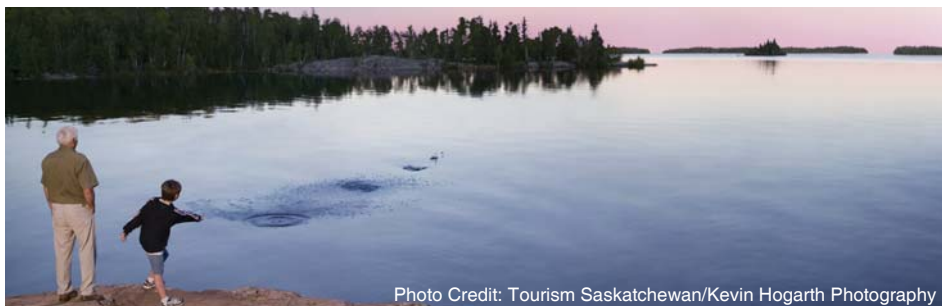


Photo Credit: Tourism Saskatchewan/Kevin Hogarth Photography