



Law, Land & Regulatory Affairs

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August 11, 2014

Mr. Colin Craig
1881 Portage Ave
PO Box 42123
Winnipeg MB R3J 3X7

Dear Mr. Craig:

Re: Access to Information Request SPC30/14G

Your Access to Information Request was received in our office on July 10, 2014 requesting the following information:

“Please provide documentation on expected annual cost savings from outsourcing the service desk and caretaking duties (see mention on page 34 of annual report). For both services, please note expected cost under current model as well as cost savings as a result of outsourcing. A summary page will suffice.”

Your request for access has been granted.

1. With respect to the service desk, our information is as follows:

On January 30, 2010 SaskPower completely outsourced their Service Desk, whereas prior it was on premise with contracted (non-employee) resources. The driving reason for the change was to address growing costs driven by our increasing calls. As well, 2010 marked the start of a number of end user-impacting major technical changes that were predicted to drive even more initial calls to the Service Desk. These changes included a new email system, newer versions of key Microsoft software, a new billing system, a new mobile device management system, as well as standard replacement or refreshing of end user applications.

Our costs and savings are calculated on an average cost per ticket; an industry standard that derives the cost to answer a single user question. In 2008 and 2009, immediately prior to outsourcing, our average cost per ticket was \$29.97. In the years 2010 to 2014 our average cost per ticket is \$22.36. This reflects a cost saving of \$7.61 per call offered, or \$29,726.11 per month. Over the 42 month period since the outsource began, the cost savings are \$1,248,496, or \$356,713 annually, which is in line with the estimated \$300K savings annually as presented in the business case. Secondary benefits include factors such as cubicles/phones/network components freed up, our providing 24/7/365 support rather than 15hr support on weekdays only, and email response as well as call-in support (previously we had only offered call-in support).

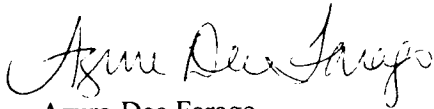
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2. With respect to the caretaking duties, our information is as follows:

There are no "expected costs", the net annual savings for outsourcing the Caretaking duties (2014) will be \$112K. These savings will increase over time due to retirement, job relocation and resignations.

If you have any further questions, please do not hesitate to contact the writer.

Yours truly,



Azure-Dee Farago
Access Officer
Freedom of Information