



**POLICIES AND PROCEDURES**

SUBJECT  On-Call Policy	DEPARTMENT Information Technology (Center For Excellence)		DEPARTMENT IDENTIFICATION 1300	
	SECTION 1318	PAGES 1-3	EFFECTIVE DATE 12/1/15	REVISION DATE

1.0 PURPOSE:

To describe the policies and procedures of the City of West Allis regarding employees on-call in the Center for Excellence (IT Department).

2.0 ORGANIZATIONS AND PERSONS AFFECTED:

This policy applies to qualified City of West Allis Center for Excellence Employees.

3.0 POLICY:

It is the policy of the City to follow a uniform set of procedures regarding after-hours support for critical systems and qualified Center for Excellence employees.

4.0 REFERENCES:

Fair Labor Standards Act (FLSA)  
 City of West Allis Policies and Procedures Manual, Policy 1412 - Holidays  
 City of West Allis Policies and Procedures Manual, Policy 1424 - Premium Pay

5.0 DEFINITIONS:

**AFTER-HOURS** – Defined as 6:00 p.m. – 7:00 a.m., Monday-Friday, and 12:00 a.m. – 11:59 p.m. paid holidays per Policy 1412 and weekends.

**CRITICAL SYSTEM** – Any system that provides Center for Excellence services to essential city operations of which an outage to this system would negatively impact the stability, security, or availability of a Center for Excellence service. The employee on-call will have the authority to triage and assess what requires immediate response.

- Examples include but not limited to:
- Network Communication between buildings and departments
    - Computer Aided Dispatch
    - Record Management Systems
    - Exchange Services (Email)
    - Internet Access
    - File/Print Servers
    - Telephone Services
  - Virus/Security Abatement

*EMERGENCY SERVICE CALL BACK* – Work done beyond the initial call alerting the on-call staff to a possible problem. This includes work done while connected remotely from home or other locations, travel time, and work done on-site (refer to Policy 1424, Section 5.4).

*INCIDENT* – Defined as the failure of a critical system, network device, application, database, hardware device, etc.

*NORMAL BUSINESS HOURS* – In general, this means 7:00 a.m. – 6:00 p.m., Monday – Friday.

*ON-CALL* – Being available After-Hours with a response time within 15 minutes of the initial notification and being within a 45 minute response time of the City of West Allis in case on-site support is required.

*ON-CALL WEEK* – Friday 17:00 to Friday 16:59.

*QUALIFIED EMPLOYEE* – Employees of Center for Excellence that are trained on and capable of repairing/diagnosing City Wide Critical Systems. Non-exempt employee of the Center for Excellence. An exempt employee of the Center for Excellence will not be part of the on-call rotation.

## 6.0 PROCEDURES:

### 6.1 Responsibilities

#### 6.1.1 Center for Excellence Director Responsibilities.

- 1) Determine who is a qualified employee.
- 2) Ensure on-call employees have city cell phone, computer with internet service, and VPN access.
- 3) Facilitate training and resources for CFE employees who wish to become certified to be on-call.
- 4) Prescribe discipline as needed for failure to follow policy.

#### 6.1.2 Center for Excellence Division Head Responsibilities.

- 1) Ensure an employee is on-call all after hours.
- 2) Coordinate the on-call schedule with employees.
- 3) Provide fair balance of on-call duties and continuation for outage coordination during the week.
- 4) Communicate on-call staffing and contact information to all necessary City Departments.
- 5) Ensure proper documentation and payment of Emergency Service Call Back.
- 6) Ensure complete timely resolution of issue and documentation of processes used to resolve incident in ticket program (Spiceworks).
- 7) Provide monthly reports of incidents to Director and City Administrator.

#### 6.1.3 On-call Employee Responsibilities.

- 1) Ensure immediate access to City Cell Phone, computer with internet service, and VPN access.
- 2) Respond by phone within 15 minutes to the initial notification. If the person is not immediately accessible via city issued cell phone, an attempt to notify the on-call person via personal phone will be made.
- 3) Failure to respond within 15 minutes on three separate times within a 12 month rolling time frame will result in the employee entering the discipline and corrective action process.
- 4) The employee is responsible for coordination of effort or resolution of the incident.

- 5) The employee will also be required to be within a 45 minute response time of the City of West Allis in case on-site support is required. During times of inclement weather, longer response times will be allowed.
- 6) If the employee is unable to resolve the problem, the employee is responsible for contacting vendors and/or co-workers for assistance.
- 7) The on-call person will maintain a log documenting any problems and resolutions in the ticket program (Spiceworks) within 24 hours of reported time of the incident.

## 6.2 Trading of On-Call Shifts

- 6.2.1 Trading of on-call weeks is allowed with advanced approval from Division Head; notification to all necessary parties is required.

## 6.3 Compensation

- 6.3.1 On-call employees shall be compensated in accordance with Section 5.4 of Policy 1424 - Premium Pay.
- 6.3.2 Work and activity performed on-call is not to be considered part of regular hours of an employee's work week.

## 6.2 Resources for On-Call Staff

On-call staff shall be provided with:

- a computer with internet access
- a city cell phone
- VPN access to city network
- Access to Center for Excellence Director/Designee