



**OFFICE OF INFORMATION TECHNOLOGY
AND COMMUNICATIONS**

Jim Jandovitz
Director
414/302-8331

City Hall
7525 West Greenfield Avenue
West Allis, Wisconsin 53214

jjandovitz@westalliswi.gov
www.westalliswi.gov

TO: Rebecca Grill, City Administrator

FROM: Jim Jandovitz, Director of Information Technology and Communications
Center For Excellence

SUBJECT: On-Call Policy

DATE: November 24, 2015

The Center for Excellence would like to institute an On-Call policy which will allow us to provide technical help for departments that operate on weekends and nights. These departments include the Library, Police, and Fire Departments. This policy will be modeled after the On-Call policies used at our Public Works Department.

Currently, these departments will call me directly or another staff member and hope that someone is available. This new policy will ensure that there is someone for a department to call after hours and on weekends. The "On Call" person will be able to diagnose the problem and get the resources in order to rectify the situation. This will eliminate the lag time in getting support to ensure these departments' systems are up and running as fast as possible.

Thank you for your consideration in this matter.

Sincerely,

Jim Jandovitz
Director of Information Technology and Communications
City of West Allis