



**WEBER STATE
UNIVERSITY**
Information Technology

On-Call and Off-Hours Response

Procedure

Revision Date:
31 Oct 2018

I. PURPOSE

The On-Call and Off-Hours response procedure describes what the IT Division (ITD) On-Call personnel agree to when receiving On-Call and Off-Hours extra compensation. ITD On-Call personnel exceed the average work week of 40-50 hours as defined in PPM 3-2 and are required to respond to an incident(s).

II. REFERENCES

PPM 3-2	Employee Definitions
PPM 3-39	University Holidays
PPM 3-48	Extra Compensation (Salaried Non-Faculty)
PPM 3-65	Mobile Communication Agreement & Procedures
PPM 10-1	Information Security Policy
Internal Policy	IT and Home Internet Procedure
Internal Policy	Alternative Work Schedule and Location Procedure
Internal Policy	Cell Phone and Home Internet Reimbursement Guideline

III. DEFINITIONS

Off-Hours – Hours not within an employees regularly scheduled business hours.

Core Business Hours – As defined by the internal policy: Alternative Work Schedule and Location Procedure is from 9:00 a.m. to 3:00 p.m., Monday through Friday. Managers may reach alternative agreements with individual employees.

On-Call – Being available Off-Hours and working beyond the initial alert to the On-Call staff of a possible incident. This includes work done while connected remotely from home or other locations, travel time to campus, and work done on campus.

Response Time – There is an acknowledgement provided by the On-Call personnel within fifteen (15) minutes of the initial notification and thirty (30) minutes from the time

of acknowledgement, to be actively engaged in the troubleshooting and resolution of the incident.

Incident – Failure or issue that would lead to the failure of a critical system, network device, application, database, hardware device, etc. which negatively impacts the stability, security or availability of an information technology service.

Critical System – Any system identified as a priority 0 or 1 in the Continuity of Operations Plan (COOP).

IV. PROCEDURE

ITD management will determine which position(s) require On-Call responsibilities.

Off-Hours Coverage

Coverage of Off-Hours support will be on a rotation basis and can be amended by managers. This allows for a fair balance of On-Call duties and continuity for outage coordination schedules. Trading of On-Call duty shifts is allowed, with approval from a manager, the schedule will be updated to reflect the change.

Support Operations Staff - Holiday Coverage (i.e. virtual operations)

Data Center operations monitoring on official University holidays (as described in PPM 3-39) will be provided by Support Operations staff. The coverage will rotate by holiday. The Support Operations staff will carry the Operations cell-phone and respond to system alerts. The On-Call Support Operations staff will be compensated for holiday coverage.

Alerts and Incidents

On-Call personnel will be alerted to outages requiring attention by automated notifications or by University employee(s). All incidents will be addressed by On-Call personnel and will be addressed by the Defined Response Time.

Employee Responsibilities

Employees are expected to work 40-50 hours per week. Employees are expected to put in a full work week and complete all work as assigned within the week structure (see PPM 3-2). If an employee is working an Alternative Work Schedule, the employee is responsible for working the additional time to complete any unfinished project(s) (see internal policy: Alternative Work Schedule and Location Procedure).

On-Call personnel are responsible for coordination of effort or resolution of the precipitating event. To do so they will be required to have immediate access to a computer, telephone, and internet connection. If a resolution to the problem is not able to be resolved within the response time, the On-Call personnel is responsible for contacting vendors and/or co-workers for assistance.

Employees must follow the Information Security Policy (see PPM 10-1).

The ITD may provide cell phone, home Internet connection access, VPN and a computer for enabling On-Call personnel to respond. The value of the IT Division Cell Phone and Home Internet reimbursement (see internal policy: Cell Phone and Home Internet Reimbursement Guideline) will be annually reviewed and approved by the Director and Vice President. The On-Call and Off-Hours personnel will be reviewed annually by the Director.

On-Call and Incident Pay

ITD employees receiving On-Call and Off-Hours supplemental pay cannot take additional compensation time.

On-Call rotation is made weekly and a schedule is kept with ITD managers.

On-Call Support Operations Staff - Holiday Coverage Staff shall receive extra compensation per day while working Off-Hours.

ITD teams are paid \$2,400 or \$5,000 annually at the discretion of the ITD Vice President.

*See Schedule A