

## **INTERIM ON-CALL AND CALL-BACK WORK POLICY**

### **Information Services Policy Library, University of Melbourne**

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**IS Policy Library number**

<b>Policy Category</b>	Operational
<b>Contact Officer</b>	Sendur Kathir
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<b>Revision no</b>	1

**Web address**

<http://www.unimelb.edu.au/infostrategy/policies/docs/OnCallCallBackv5-0706.pdf>

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### **PART 1 POLICY STATEMENT**

Information Services provides a number of Information Technology resources which are intended to operate continuously, aside from any planned interruptions for system upgrade work and the like. It is important that we are able to deal with unplanned interruptions, which can and do happen outside normal working hours. This policy sets out arrangements for Information Services IT staff to be on-call out of hours, and to be compensated for being on-call and for work done when on-call.

#### **1.1 Objectives of policy**

- Throughout an extended range of hours, appropriate Information Services staff will be on-call and able to react to unplanned service interruptions or other issues which arise with designated IT systems and services.
- Staff required to be on-call will be compensated for the inconvenience, and further compensated if they are required to perform work while on-call.
- Staff on-call will have access to reasonable equipment and communication facilities to allow them to be contacted while on call and, in some cases and at their discretion, to resolve issues without having to come in to the campus.
- Information Services clients experience high-quality and reliable IT facilities and infrastructure services.

## 1.2 Policy rationale

The modern university depends on IT infrastructure and systems for much of its work, whether in research, teaching and learning, or administration. The modern university is not a 9 to 5 organization: whether formally or otherwise, academics, students and professional staff carry out university work at all times of the day and night. For certain critical infrastructure and systems, they have a reasonable expectation that unplanned interruptions or similar issues will be dealt with in a timely manner. They expect robust services provided in a professional manner, and the benchmarks against we will be compared require that we be able to deal with issues out of hours.

Out of hours infrastructure support is nothing new in University IT. But in the past, the arrangements have been different in different parts of the central IT service department, they have varied in formality and in the extent, if any, to which staff were compensated for the work - there has been considerable reliance upon best-efforts motivated by goodwill.

Few if any of the critical facilities or services belong to any one group. An issue, for example, with the LMS may require intervention by any or several of half a dozen groups across two or three programs. Information Services needs to have consistent arrangements to ensure that, for those facilities or systems deemed critical, on-call resources are available. This is important so that all of the required resources are available; it is also important to have consistent arrangements, for perceived and real fairness to staff.

## 1.3 Scope

This policy applies to IT staff of Information Services who provide direct on-call support for those systems and those parts of the IT infrastructure deemed critical. It applies to direct support and management of the systems and infrastructure, and to support for system owners. It does not apply to normal end-user support.

This is an interim policy, pending negotiations of wider scope.

## 1.4 Authority statement

University Regulation 8.1.R1 - The University of Melbourne Information Division, provides in paragraph 3 (a) that the Vice-Principal (Information) "is responsible to the Council for the affairs and management of the Information Division." One part of the affairs and management of the Information Division (now known as Information Services) is the making of appropriate arrangements for IT services out of hours. Subject to University Human Resources policy, adoption of this policy is a matter for the Vice-Principal (Information) under Regulation 8.1.R1.

## 1.5 Related legislation, policies and other documents

- Personnel Policy and Procedures Manual ("PPP"), Chapter 8 - "Hours and Related Conditions" and especially section 8.5, "On Call and Out of Hours Work". Implementation of this policy requires amendment to PPP 8.5
- Regulation 8.1.R7, "Computing and Network Facilities Rules", section 7.1 - "Providers must offer their services in a professional manner with appropriate efficiency, reliability and security".

## 1.5 Definitions

**24/7 hours** means hours other than those within 8am to 6pm on University working days.

**Call-back work** means work required to be performed by an employee participating in on-call arrangements as a result of being called back out of hours - whether or not the staff member has to return to the University to carry out the work, and whether or not the employee is on-call at the time. Quick phone calls and the like are not considered to be call-backs: a call-back occurs when the staff member is required to perform 30 minutes or more call-back work during any day.

**Day**, unless otherwise qualified by context, means a 24 hour period from 8.00am to 8.00am the following calendar day.

**Extended hours** means hours other than those within 8am to 6pm on University working days, to cover:

- Monday to Thursday but not University Holidays: Baillieu Library hours (including "Study Hall") but coverage to extend to 9pm even when the Baillieu is closed.
- Friday but not University Holidays: Baillieu Library Hours (including "Study Hall"). [Except at peak end-of-semester periods, this means no coverage beyond 6pm on Fridays.]
- Weekends and University holidays: Baillieu Library hours (including "Study Hall") but coverage to include 1pm to 5pm (or up to 9am to 5pm by negotiation) even when the Baillieu is closed.

**On-call** describes a formal arrangement for a staff member to be available out of hours to provide support if required.

**Out of hours** means hours other than those within 8am to 6pm on University working days. Note: coverage between 8am and 8.45am, and 5pm and 6pm on University working days, is arranged by variation to standard working hours (PPP 8.1.3.2).

**Short Term On-Call** means a single on-call period [usually a week] during which the staff member is available to provide out of hours support during Extended Hours, if required.

**System Owner** means, for each of the systems of facilities for which out of hours coverage is provided, the business unit (or representative person(s), listed in Schedule 1.

**Week**, unless otherwise qualified by context, means a seven day period commencing at 8am Monday and concluding at 8am the following Monday.

## PART 2. RESPONSIBILITY

- Policy initiation: Director, Enterprise Applications
- Policy approval: Vice-Principal (Information), consulting with Executive. and Vice-Principal (Human Resources)
- Policy implementation: Directors and Managers

- Review process: Strategy Office
- Day-to-day rostering: Managers
- Approval of payments: Managers.

## **PART 3 PROCEDURES SUPPORTING POLICY IMPLEMENTATION**

### **3.1 Identification of facilities and systems supported out of hours**

The Information Services Executive, in consultation with Managers and key stakeholders, will determine what University infrastructure and systems are provided with extended hours support, and those which are provided with 24/7 support. They will also determine which groups are required to provide on-call staff so that there is effective support for the chosen infrastructure and systems. The supported facilities and systems are documented in Schedule 1, which may be amended from time to time by the Information Services Executive in consultation as above.

### **3.2 On-call rostering**

Managers will arrange on-call rosters. Participation in on-call arrangements is by mutual agreement between the University (represented by the manager) and the staff member. Most relevant Position Descriptions note a possible requirement for out of hours work. Neither the University nor the staff member shall unreasonably refuse a request from the other to vary the arrangement.

Each group manager is responsible for notifying Data Centres Planning and Operations of who is rostered when, on a weekly basis one week in advance whenever possible.

### **3.3 Obligations of on-call staff**

Whilst on-call, the staff member will:

- Keep their mobile telephone within network coverage and switched on, and be in a position to answer calls or to respond to voicemail or text messages promptly, and always within no more than thirty minutes.
- Remain fit for work, and able to attend the Parkville campus or obtain remote access within one hour.
- Respond in a professional manner to any incidents that arise with the supported infrastructure and systems.

At all times, staff will keep the Contact Directory strictly confidential.

### **3.4 Resources for on-call staff**

Staff regularly engaged in on-call rosters will be provided with:

- At the staff member's option, reimbursement of reasonable ISP fees for internet access at their normal place of residence. [on-call staff are not required to have such access]
- Taxi vouchers or reimbursement of receipted taxi fares when call-back requires the staff member to travel.

- A University mobile phone, or a University mobile telephone account (i.e. GSM SIM card) for use with the staff member's mobile, or reimbursement of mobile call costs associated with on-call and call-back duty.
- At the staff member's option, equipment such that the staff member has, at his or her usual place of residence, the resources to deal with call-backs without necessarily travelling to the campus. [on-call staff are not required to be so equipped]

Detailed guidelines for University provision of equipment and facilities for remote access by on-call staff are in Schedule 2, which will be reviewed and amended from time to time by the Information Services Executive.

### **3.5 Contact Directory**

Data Centres Planning and Operation will maintain a confidential directory of on-call staff, the facilities and systems for which they provide on-call coverage, and their mobile telephone numbers. Data Centres Planning and Operation will update the directory on a weekly basis to reflect rostering.

The Contact Directory is to be available, on a strictly confidential basis, to

- Information Services staff who participate in on-call arrangements
- Group managers whose groups provide on-call coverage
- Designated representatives of system owners whose systems are provided with on-call coverage.

The Contact Directory is to be used only for the purpose of out-of-hours call-back related to facilities and systems covered by call-back, and for liaison between on-call staff in resolving issues.

### **3.6 Calling Back**

Call-back work may be initiated by calls from:

- Designated representatives of system owners whose systems are provided with on-call coverage.
- Information Services staff who participate in on-call arrangements
- Group managers whose groups provide on-call coverage

### **3.7 Compensation for on-call**

Compensation is paid to staff in positions classified up to and including HEW9 for being on-call, unless the staff member is in receipt of a loading which recognises out of hours duty.

This is compensation for the inconvenience and restraints involved, not payment for work done, other than for dealing with very quick minor telephone calls and the like (no more than 30 minutes in any day).

For short-term on-call, periods, the following applies:

- For extended hours on-call, a non-superannuable loading of \$28.85 per University working day and \$46.88 per weekend day or University Holiday . This amount is as at January 31, 2007 and will be indexed in accordance with any University salary increases provided for in the University of Melbourne Enterprise Agreement 2006.
- For 24/7 on-call, a non-superannuable loading of \$32 per University working day and \$52 per weekend day or University Holiday. This amount is as at January 31, 2007 and will be indexed in accordance with any University salary increases provided for in the University of Melbourne Enterprise Agreement 2006.

### **3.8 Compensation for call-back work**

No compensation is paid for call-back work performed by staff in receipt of a loading which recognises out of hours duty., or by staff whose positions are classified above HEW9.

For call-back work performed by staff on short-term on-call whose positions are classified at HEW6 and below, compensation is as set by standard University overtime conditions - see PPP section 8.1.4.5.

For call-back work performed by staff whose positions are classified at HEW7 to HEW9, compensation is at time-and-a-half. The time for which compensation is payable includes travel time, to a maximum of one hour per call-back for travel time.

For any day on which a call-back occurs, the minimum compensation is for three hours (4.5 hours single-time pay).

Staff performing call-back work are not required to work beyond their hours of on-call coverage, but if they opt to do so the work is compensated on the same basis as call-back work performed within the hours of coverage.

### **3.9. Rest and recuperation**

Staff who are on who have been called back will be entitled to appropriate time off for rest and recuperation if their sleep pattern is disrupted on any given night by call-back work.

By mutual agreement the staff member and the supervisor should arrange for TOIL to be taken as soon as practicable.

### **3.10 Time Off In Lieu**

By mutual agreement only, a staff member who is eligible for payment for call-back work may instead be granted time off in lieu of payment, at a time convenient to the University. Time off in lieu accumulates at time-and-a-half. A staff member may not have more than 40 hours of time off in lieu owing at any time.

**PART 4 REVISION HISTORY**

Revision no	Approved/ Removed	Date	Document	Revision approved by

## Schedule 1: System Coverage

The following systems and facilities are provided with out of hours support under this policy. Note: support is provided to the "system owner"; there is no direct out of hours support for ordinary end-users under this policy.

### 1.1 Extended hours coverage

System/Facility	Owner
Blackboard LMS	Information Services
Central authentication.	Information Services
Lectopia	Information Services
Student Email	Information Services
Staff Email	Information Services
Exchange	Information Services
DNS	Information Services
DHCP	Information Services
Central webserver(s)	Information Services
Innopac	Information Services
Network infrastructure and systems managed by the Networks & Telecommunications team	Information Services
Central web proxies	Information Services
Themis Financials	Financial Operations
Themis HR	Human Resources
Themis Research	Melbourne Research Office
Merlin	Student Administration
Student Portal	Student Services

### 1.2 24/7 coverage

System/Facility	Owner
Information Services Datacentres	Information Services

## Schedule 2: Provision of equipment and facilities for remote access by on-call staff

### **1. Mobile telephone**

On-call staff must be reachable by mobile phone. The University will provide a suitable phone and carrier service, unless the staff member chooses to use his or her personal phone and/or carrier service.

If the staff member uses their personal carrier service, the University will reimburse the cost of all calls made in the course of on-call and call-back work, on production of an itemised tax invoice from the carrier.

If the staff member elects to use carrier service provided by the University, provision and use of that service will comply with the University's Mobile Telephone Policy. Normally, the preferred carrier is Telstra, under Victorian Whole of Government arrangements, which provide reasonable call rates and a zero monthly access fee.

If the staff member elects to use a mobile telephone provided by the University, the telephone is to be purchased outright, not on a time payment plan or in an arrangement tied to a carrier contract. The requirements of on-call, in themselves, are basic: make and receive voice-calls, send and receive SMS messages, and a modest directory. Functionality beyond basic requires justification beyond the on-call role.

In cases of staff who drive to work and whose normal journey to or from work is longer than about half an hour, appropriate Bluetooth hands-free equipment (and a Bluetooth-equipped phone) will be provided if requested, but the University will not provide a permanent in-car hands-free installation.

It is not at present anticipated that mobile telephones will be used to provide internet connectivity for call-back work.

### **2. Broadband at place of normal residence.**

It is not at present anticipated that mobile telephones will be used to provide internet connectivity for call-back work. It is in the interests of staff and the University that staff members have a capability to perform on-call and call-back duties without necessarily travelling to and from the campus. Staff involved in on-call are encouraged but not required to have suitable internet access at their place of normal residence.

In cases where the staff member has an ordinary consumer broadband service at his or her place of normal residence, and elects to use it in the course of on-call and call-back, the University will reimburse reasonable monthly (or similar periodic broadband ISP service charges, whatever charging period is used) service fees. This is a contribution in recognition of use for University purposes of the staff members' facilities. The broadband service remains a personal consumer service and not subject to the limitations on use of University facilities in Regulation 8.1.R7. As is customary, other members of the household may use the service, and it may be used for purposes beyond University purposes and limited personal use. Under these arrangements, the University will not reimburse the cost of establishing the service, the cost of equipment required (typically an ADSL modem and perhaps a wireless router), nor any part of the cost of the underlying infrastructure (typically a phone line or cable connection).

Selection of an appropriate access plan, and management of traffic quota, remains the staff members' responsibility. The University will not reimburse excess traffic charges.

ISP fees of up to \$80 per month are considered reasonable.

### **3. Computer for use at place of normal residence**

It is often possible to deal with call-backs, or with quick calls while on-call, by remote access without the need to travel. Staff members who have a personal computer of their own at home may choose to use that computer for this purpose.

Alternatively, staff who participate in on-call, and who have suitable internet access from their normal place of residence, will be provided with a suitable notebook computer. This replaces the desktop computer provided for office use - it is not supplementary.

Notebooks provided under this arrangement will be, so far as is practicable, of similar specification to prevailing desktop computer standards in the staff members' work group. They will have wired and wireless networking to contemporary standards.

In the office, the intent is that the notebook replaces the desktop CPU box. The University will continue to provide a suitable separate keyboard and mouse, and external display, for use in the office.

By mutual agreement between the staff member and his or her manager, and subject to the approval of the Director (Information Technology), other arrangements may be made to achieve the same objective.