

# After Hours IT Support Procedure (MPF1288)

## GOVERNING POLICY

This procedure is made under the [Remuneration, Recognition and Working Conditions Policy](#).

## SCOPE

This procedure applies to Information Technology Services (ITS) staff who provide direct on-call support for those systems and those parts of the University's information technology (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 end-user support, with the exception of some end user support for a limited number of Executive staff.

## PROCEDURE

### 1. Identification of services supported after hours

- 1.1. The Information Technology Services Senior Management Team (SMT), in consultation with ITS staff and key stakeholders, will determine which University IT services are provided with after hours support.
- 1.2. SMT will also determine which units within ITS are required to provide on-call staff so that there is effective support for the chosen services.
- 1.3. The Director, IT Operations will maintain a list of University IT services which are provided with after hours support. This list, including any changes, will be approved by the Director, Information Technology Services.

### 2. On-call rostering

- 2.1. The on-call roster will be maintained by the ITS Service Delivery Management Team.
- 2.2. IT operations managers and team leaders will nominate staff to fill the on-call roster in negotiation with relevant staff. Any staff member whose position description notes a possible requirement for after hours work may be required to participate.
- 2.3. Neither the University nor the staff member shall unreasonably refuse a request from the other to vary an on-call roster arrangement.

### 3. Contact directory

- 3.1. The ITS Service Delivery Management Team will maintain a confidential directory of on-call staff, the services for which they provide on-call support, and their mobile telephone numbers.
- 3.2. The directory will be updated weekly to reflect rostering.
- 3.3. The directory will be used only for the purpose of after hours call-back related to services covered by this procedure, and for liaison between on-call staff in resolving issues.

### 4. Obligations of on-call staff

- 4.1. While on call, the staff member will:

- keep their mobile telephone within network coverage and switched on, and be in a position to answer or respond to calls from the rostered incident manager within 30 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 services.

## 5. Resources for on-call staff

5.1. Staff engaged in on-call rosters will be provided with taxi vouchers or reimbursement of receipted taxi fares when call-back requires the staff member to travel.

5.2. The University will take reasonable measures to enable on-call staff to perform call-back work without necessarily attending University premises.

## 6. Compensation for on-call

6.1. The University will compensate staff for being on-call. This is compensation for the inconvenience and constraints involved, not payment for work done.

6.2. For on-call periods, the following non-superannuable daily amounts apply from the first pay period commencing on or after the dates below:

	1 May 2014	1 May 2015	1 May 2016	1 May 2017
<b>University working day</b>	\$43.86	\$45.18	\$46.53	\$48.16
<b>Non-University working day</b>	\$71.27	\$73.41	\$75.61	\$78.25

6.3. Compensation for on-call periods after the expiry of the University of Melbourne Enterprise Agreement 2013 will continue to be indexed in accordance with salary increase outcomes in successive enterprise agreements.

## 7. Compensation for call-back work

7.1. For call-back work performed by staff whose positions are classified at HEW6 or below, compensation is as set by standard University overtime conditions - see [The University of Melbourne Enterprise Agreement 2013](#) and [Work Hours and Related Conditions Procedure \(MPF1173\)](#).

7.2. For call-back work performed by staff whose positions are classified at HEW7 to HEW10, compensation is to be time in lieu at the penalty rate of time and one half, or where a staff member elects and the University agrees to receive the time in lieu as an overtime payment, it will be paid at the penalty rate of time and one half.

7.3. The time for which compensation is payable includes travel time, to a maximum of one hour per call-back for travel time.

7.4. For any day on which call-back occurs, a minimum of three hours compensation will be provided.

## 8. Recovery

8.1. Following any call-back work after 10 pm and before 6 am, the staff member will be provided with a 10 hour break prior to the next ordinary period of duty without loss of pay.

## 9. Time off in lieu

9.1. By agreement between the staff member and his or her supervisor, a staff member who is eligible for payment for call-back work may instead be granted time off in lieu of payment, at a mutually agreed time convenient to the University, in accordance with [The University of Melbourne Enterprise Agreement 2013](#) and the [Work Hours and Related Conditions Procedure](#).

## 10. Consultation

10.1. Any changes made to this procedure and the scope of the works to be covered will only be made after consultation with the affected workgroups and their representative/s.

## RELATED DOCUMENTS

- [After Hours Risk Management Procedure](#)
- ITS After Hours Supported Service List
- [Regulation 8.3.R2 - Computing and Network Facilities Rules](#), clause 7.1
- [University of Melbourne Enterprise Agreement 2013](#)
- [Work Hours and Related Conditions Procedure \(MPF1173\)](#)

## DEFINITIONS

Term	Definition
<b>after hours</b>	All hours, except those hours that are within 8 am and 6 pm on University working days. To avoid doubt, all hours on days that are not University working days are after hours.
<b>call-back work</b>	Work required to be performed after hours as a result of being called back during a scheduled on-call period - whether or not the staff member has to return to the University to carry out the work.
<b>day</b>	A 24 hour period from 8.00 am to 8.00 am the following calendar day.
<b>on-call</b>	A formal arrangement for a staff member to be available after hours to provide support if required.

## IMPLEMENTATION OFFICER

The Director, Information Technology Services is responsible for the promulgation and implementation of this procedure in accordance with the scope outlined above. Enquiries about interpretation of this procedure should be directed to the implementation officer.

## REVIEW

This procedure is to be reviewed by 1 December 2014.

## VERSION HISTORY

Version	Approved By	Approval Date	Effective Date	Sections Modified
1	Vice-Principal Administration and Finance on behalf of Senior Vice-Principal	5 Sep 2014	8 Sep 2014	N/A
2	Policy Officer	N/A	N/A	New version created in error.