

Office of Technology Services  
State of Louisiana  
Division of Administration

JOHN BEL EDWARDS  
GOVERNOR



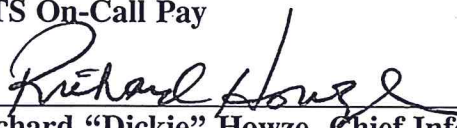
JAY DARDENNE  
COMMISSIONER OF ADMINISTRATION

**POLICY NO. 4**

**EFFECTIVE DATE:** May 23, 2016

**SUBJECT:** OTS On-Call Pay

**AUTHORIZATION:**

  
Richard "Dickie" Howze, Chief Information Officer

**I. POLICY:**

Given the nature of the Office of Technology Services' (OTS) operations, services frequently must be provided expeditiously and beyond customary work hours. To accomplish this, OTS employees may be required, during designated periods, to remain available for contact beyond customary work hours.

In accordance with Division of Administration (DOA) Personnel Policy No. 49, On-Call Pay, and Civil Service Rule 6.28, the policy of OTS is to compensate employees serving in on-call status at the rate of \$1.50 per hour if:

1. Funding is available;
2. The procedures set forth in this policy are satisfied; and
3. Payment is approved by the CIO and Appointing Authority.

**II. PURPOSE:**

Through this policy, OTS seeks to administer on-call activities and uniformly compensate employees in accordance with the authority granted by the Department of State Civil Service.

**III. DEFINITIONS:**

1. **On-Call Period** - Designated hours beyond an employee's customary work hours during which he is required to be accessible by telephone, email or text for purposes of responding to inquiries and/or providing IT services.

2. **On-Call Eligible Staff** - Every position within OTS, except Section Heads, is eligible for and subject to being designated for on-call duty. Positions eligible for on-call pay must have such noted on the approved Position Description Form (SF-3 or SF-3A). Additionally, employees eligible for on-call pay must have an On-Call Pay Request Form (OF-670) signed by the OTS Section Head and CIO and approved by the Appointing Authority.
3. **On-Call Status** - An OTS employee is in on-call status when required, during designated hours, to remain available for contact by telephone, -email or text for purposes of responding to inquiries and/or providing IT services. During the on-call period, employees are required to be available to move into work status within thirty (30) minutes of initial contact. This may involve reporting to a work site or working from home via a computer or telephone.

On-call status ends when the employee is contacted and transitions to work status by actually performing IT services. At such time, the employee becomes eligible for compensation in accordance with DOA's Statewide Personnel Policy No. 2. Upon completing the required task(s), the employee reverts to on-call status through the end of the designated on-call period. An OTS employee can only be in one pay status at a time.

4. **Work Status** - The period in which an OTS employee in on-call status is called to duty and actually begins performing services from home, at his customary duty station or any other location as directed by supervisory personnel.
5. **On-Call Pay** - Compensation at the rate of \$1.50 per hour for each hour during the designated on-call period. On-call pay is in addition to the employee's customary rate of pay for regular duty hours and is not included in base pay, retirement calculations or terminal leave payments.

#### IV. PROCEDURES:

##### Documented Necessity of On-Call Status

The necessity of having employees in on-call status for an OTS section must be documented and justified by the Section Head and then presented to the CIO for review and approval.

##### Monitoring On-Call Status Availability

A plan of action is required to monitor the actual on-call availability of employees. Such monitoring must be conducted at least every six (6) months by the employee's supervisor and periodically reviewed by the OTS Section Head. Monitoring of availability can be accomplished via random phone calls, texts or emails. The date,

time and response time shall be recorded to determine whether the required service level is being met. If an employee does not respond to an on-call inquiry, is not available for work or cannot timely transition into work status, he may be removed from on-call eligibility.

### **On-Call Volume Monitoring**

Supervisors are responsible for tracking and OTS Section Heads are responsible for reviewing the volume of inquiries received by on-call employees. Such tracking shall determine whether the volume of actual use substantiates a continuing need for on-call availability.

### **Schedule Reporting**

Supervisors are responsible for preparing and OTS Section Heads are responsible for approving written schedules for the employees assigned to on-call duty. These schedules, for the upcoming month, shall designate the dates, hours or situations for which on-call status is required. These schedules shall be updated as changes occur and must be finalized at the end of each month to accurately document all on-call assignments.

### **Sick/Annual Leave**

If an employee is off from work on sick leave due to illness during regular work hours, he cannot then serve in scheduled on-call status until he returns to work and again has been in active work status.

Similarly, if an employee is off from work on annual leave during regular work hours, he cannot then serve in scheduled on-call status until he returns to work and again has been in active work status.

Any employee scheduled to serve in on-call status shall notify his supervisor of his use of sick/annual leave. The supervisor is responsible for designating a suitable substitute when this occurs.

## **V. EXCEPTIONS:**

On occasion, there may be circumstances in which an employee has been absent from work on leave for reasons which should not preclude his ability to serve in on-call status. If the supervisor determines that the employee is able to respond to inquiries and convert to work status, if needed, approval may be granted for the employee to serve in on-call status as scheduled.

**VI. RESPONSIBILITIES:**

**CIO is responsible for:**

Approving which OTS sections are required to provide on-call support.

**OTS Section Heads are responsible for:**

Reviewing and making recommendations, based on business need to the CIO regarding the applications and systems which require on-call support and the level of support required.

Documenting team procedures using an approved OTS format. The procedures must include on-call hours, timeframe/occasion (daily, seasonal, weekends), scheduling and backup contingency processes.

Ensuring that all required approvals, changes in on-call status, eligibility or position are in place as per DOA and OTS policy.

Communicating approvals or changes in eligibility to supervisors.

Periodically reviewing on-call status work volume.

**OTS Supervisors are responsible for:**

Complying with this policy as directed by the Section Head.

Documenting and gaining approval from Section Heads for the process to manage on-call schedules, with contingencies for employee sick/annual leave requests.

Maintaining, updating and correcting schedules for each employee assigned on-call status for each shift for the upcoming month.

Assigning alternate on-call employee(s) for scheduling substitutions.

Documenting on-call work volume.

Communicating approvals or changes in eligibility to staff.

Communicating on-call procedures to staff.

**OTS Employees are responsible for:**

Adhering to all aspects of this policy.

Notifying their immediate supervisor or chain of command of leave usage and/or upon determining that they will not be able to serve in scheduled on-call status.

Documenting time in LEO regarding on-call pay and work status beyond official work schedules.

**VII. VIOLATIONS:**

Violations of this policy will be addressed via the disciplinary process authorized by the Civil Service Rules.

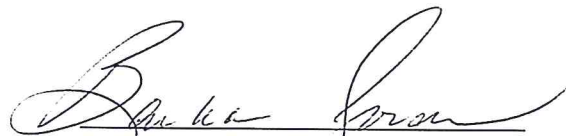
**VIII. EXCEPTIONS:**

Exceptions to this policy may be granted on a case-by-case basis by the CIO with approval of the Appointing Authority.

**IX. QUESTIONS:**

Questions regarding this policy should be addressed to the Director of Strategic Planning and Administration at (225) 342-7105.

**APPROVED:**



**Barbara Goodson**  
Deputy Commissioner

May 20, 2016  
Date