
ICT Standby Policy

1. Scope

This policy applies to all employees in the ICT department who are required to perform standby duties outside of their normal working hours.

2. Statement

The purpose of the policy is to ensure that the ICT systems supports the business requirements outside the normal operating hours and to facilitate “out of hours” duties such as backups, BI processes and Omega processing. It is also intended to minimize the impact of normal production downtime in the event of a failure.

3. Definitions

- a) **“Standby”** is an instruction where an employee makes their skills and expertise available, outside of normal working hours in the event of an unplanned and unpredictable emergency incident
- b) **“Standby allowance”** is payment made to the employee to compensate for being on standby
- c) **“Emergency work”** refers to work that must be done without delay because of circumstances for which the employer could not reasonably have been expected to make provision for and which cannot be performed by employees during their ordinary hours of work. Emergency work excludes the performance routine maintenance work outside normal working hours.

4. Standby Requirements

The following is required by an employee should he/she be requested to be on standby:

- 4.1 Be available for duty for a period of at least 8 hours during a 24 hour period (based on a 40 hour working week) after normal working hours, for a maximum of one week (7 days) at a time.
- 4.2 Ensure that the company cell phone and notebook is charged and available for use at all times.

4.3 Report any issues related to the hardware on the employee's incident report and submit it to the Helpdesk for resolution. Communication will come via various forms such as SMS or telephonic communication.

4.4 Illness and / or Family Emergencies

4.4.1 Where an employee falls ill prior to or whilst on standby or has a family emergency which affects his/her ability to provide monitoring and support, the employee should contact the line manager immediately.

4.4.2 The employee may be required to arrange a different employee to be on standby during this time.

5. Standby Schedule

The purpose of the standby schedule is to ensure that the scheduling of the standby hours/period is fairly allocated to employees on a rotational basis.

- The Team Leader / Manager of an area will be responsible for formulating a standby schedule of which the support staff will be required to adhere to
- The standby period for an employee should preferably not be for more than 2 weeks per month
- The standby schedule must include a secondary or backup standby employee that can be contacted if the primary designated support employee has an emergency and is unable to fulfil his or her duties
- If for any reason the support person is unable to meet the standby commitment on the standby schedule it must be escalated to his or her manager to make provision for alternative coverage, at least twenty four hours before the standby duty is due to commence
- Should an employee fail to adhere to the standby schedule, without valid reason, management reserves the right to take disciplinary measures

6. Accountability whilst on standby duty

The employee on standby duty is accountable for:

6.1 Incident Management:

6.1.1 Logging the incident that has been reported

6.1.2 Providing an end to end resolution and/or when needed, escalating the incident to another resource that is capable of resolving the incident and/or escalating it to

- their direct line managers if no resources are available and/ or resolution can be established
- 6.1.3 Regular communication of the status of the incident throughout the duration of the event, whether it is directly related to his/her area or if incident has been resolved. A detailed communications list will be distributed by line managers for the relevant services an employee is supporting
- 6.1.4 For closing the incident when it has been resolved

6.2 Reporting

- 7.2.1 A detailed report of the incident must be reported immediately or by the end of the following working day
- 7.2.2 The incidents must be logged in the designated Helpdesk system
- 7.2.3 Once the incident has been resolved, it should be accompanied with the updated resolution steps taken to resolve the issue. This will assist in a fast incident resolution process in the event that the same incident occurs in the future.

6.3 Response and reaction time

- 6.3.1 The employee on standby duty is required to acknowledge the incident (to the employee who logged the incident), within 15 minutes of the incident being identified.
- 6.3.2 Updates to be sent in increments of 30 minutes on the status of the incident until resolution and/or a work-a-round has been achieved or communicated differently (a note should be made and include the employee's manager).

7. Standard Operating Procedures

The employees on standby may be given standard operating procedures that they are expected to be performed during their standby period. This could be performing system checks or monitoring specific jobs. This would typically be area specific and usually within the employee's area of expertise.

8. Standby Allowance

The standby allowance paid to an employee during the standby period is to be determined per functional area. The standby allowance payable is subject to change from time-to-time.

9. Version control

This is a non-contractual document, and as such the Company reserves the right to modify this document at any time. Reasonable notice of any changes will be provided. Reasons for any modification may include employment legislation or other guideline changes.

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