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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Fonda Logston	Reviewing Unit:	PMO
Title:	ISD On-Call Standard		
Description:	This document is the operating standard for ISD's on-call policy.		

ISD On-Call Standard

1. General Statement of Purpose
 - 1.1. The purpose of this standard is to outline ISD's on-call standard.
2. Scope
 - 2.1. This standard is for all ISD employees who may be required to be on-call.
3. Discipline
 - 3.1. Administrative Standards
4. Terms and Definitions
 - 4.1. On-Call - An employee who is not at work, but available to come in to work when needed.
5. Discussion
 - 5.1. **On-Call Person** - Each Service Provider Group assigns at least one person to be on-call after 5PM weekdays and weekends. This person is responsible for handling Incident 1 and 2 cases during non-prime time. They must be able to be reached using the Service Desk Call-Tree.
 - 5.2. **On-Call Pay** - On-call employees accrue compensatory time for work performed while on-call. Refer to the OMES Fair Labor Standards Act policy for additional information.
 - 5.3. **Comp Time Accrual** – Comp time is provided to staff as follows:
 - 5.3.1. **If they are required to report to a work location** – A minimum of 2 hours of comp time is accrued for each required trip to their work location.
 - 5.3.2. **If they perform work duties utilizing remote access** – Employees accrue comp time for actual hours worked in accordance with the OMES Fair Labor Standards Act policy.
 - 5.3.3. **Reporting** – Employees that are called while on-call are required to submit the On Call Tracking Form for items worked to their supervisor at the end of the on-call period.
 - 5.4. **Availability** – Staff members who are on-call must be available to physically come into work, if the need arises.
6. References
 - 6.1. On Call Tracking Form
 - 6.2. Fair Labor Standards Act policy - <http://www.ok.gov/OSF/documents/HRP&PFairLaborStandardsAct.pdf>