



University
of Exeter

IT SERVICES WORKING POLICY

Summary

The University's business processes and education practices require reliable IT services. The IT Services working policy set out the expectations and standards for managers and employees in delivering a customer focused and professional IT service in order to minimise service disruption. The individual policies comprising the overall working policy include:

1. Dress Code
 2. Toolkit
 3. Teaching day support
 4. Out-of-hours emergency standby
 5. Out-of-hours planned maintenance
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1. Dress Code

Summary

IT Services considers the way staff dress to be of significant importance in portraying a corporate and professional image to all users of IT services, whether other staff, students or external users.

Purpose of policy

The Dress Code Policy seeks to ensure that IT staff have the appropriate clothing for their role in order to project a professional image of IT services.

The University recognises the diversity of cultures, religions and disabilities of its employees and will take a sensitive approach when this affects dress and uniform requirements.

The Dress Code Policy is designed to guide managers and employees on the application of the IT Services standards of dress. The policy is not exhaustive in defining acceptable and unacceptable standards of dress and staff should use common sense in adhering to the principles underpinning the policy.

Who does this apply to?

The dress code policy applies to all roles up to grade E who work in the Customer Services team:

J95 / J96 / J97 - AV Technicians C to E grades

J87 / J88 / J89 / J91 - Desktop Support Technicians B to E grades

Principles

The staff uniform should be worn at all times when delivering support, attending training, or representing the IT service.

Responsibilities

Staff are responsible for the upkeep of their uniform in order to prolong its use.

Staff should ensure that uniform is clean and presentable.

Staff should display their staff badges clearly and lanyards should be University of Exeter branded.

Team Leaders are responsible for supplying the uniform. This will consist of University of Exeter procured polo shirt, fleeces and jackets with the University of Exeter logo.

Acceptable standards of dress

Shirt: This will be University of Exeter branded and will be supplied.

Trousers: Full length trousers (responsibility of staff) should be a dark colour, ideally black.

Skirts: Should be an appropriate length (responsibility of staff) should be a dark colour, ideally black.

Jacket: Softshell jacket can be worn indoors and outdoors and will be supplied. Jackets are windproof, rain and snow proof. No other outerwear is to be worn as standard. If any other outer layer is required due to significant prolonged seasonal temperatures, then you should discuss this with your team leader.

Footwear: should be a dark colour, ideally black. Closed shoe style.

The number of sets of dress and replacement timescales to be determined (currently reviewing similar requirements in Campus Services for consistency).

Unacceptable standards of dress

Any top or jacket which has not been provided by your Team Leader as part of your uniform.

Inappropriate trousers such as jeans, leggings, or tracking bottoms.

Lanyard, which is not university, branded.

All staff are required to comply with the Dress Code Policy. Failure to adhere to the Exeter IT standards of dress may constitute misconduct and may result in formal disciplinary proceedings.

Further guidance and advice

Please speak to your Team Leader for specific advice and guidance.

2. Toolkit

Summary

Users of the IT service expect its staff to have the necessary tools to investigate and respond to incidents and problems as quickly as possible, and project a professional image of the service.

Purpose of policy

The toolkit policy seeks to ensure that IT staff have the appropriate tooling provision for problem solving and 2nd line fix tasks.

The toolkit policy is designed to guide managers and employees on the expectations on the provision, use and upkeep of the toolkit.

Who does this apply to?

The toolkit policy applies to all roles up to grade E who work in the Customer Services team:

J95 / J96 / J97 - AV Technicians C to E grades

J87 / J88 / J89 / J91 - Desktop Support Technicians B to E grades

J93 - Print Technicians C grades

Principles

The toolkit should be available at all times when delivering support to aid problem solving, investigations and straightforward fixes.

Responsibilities

Staff are responsible for the upkeep of their toolkit and request replacements at the end of the useful life of the tools.

Staff should ensure that tools are kept clean and in good working order.

Further guidance and advice

Please speak to your Team Leader for specific advice and guidance.

3. Teaching day support

Summary

IT Services is expected to provide a service that supports core teaching hours in order to minimise disruption to teaching.

Purpose of policy

Teaching day support policy seeks to provide 2nd line support and incident management response over core teaching hours, and to allow access to teaching spaces out of timetabled hours for preventative maintenance and incident resolution tasks.

The University recognises the diversity of its employees and will take a sensitive approach when determining requirements.

The teaching day support policy is designed to guide managers and employees on the provision of support by using the existing University flexible working arrangements and setting an appropriate rota that balances the needs of the University with the needs of individual staff.

The policy is not exhaustive in defining the requirements and staff will be expected to work with the University to meet future changes in teaching day support.

Who does this apply to?

The teaching day support policy applies to all roles up to and including grade F who work in Service Management:

J94 - AV Support Team Leaders F grades

J95 / J96 / J97 - AV Technicians C to E grades

J86 - Desktop Support Team Leaders F grade

J87 / J88 / J89 / J91 - Desktop Support Technicians B to E grades

J93 - Print Technicians C grades

J64 - Operations Analysts D grades

J62 - Security Analysts E grade

Principles

Contractually, staff will cover a working pattern to meet the requirements of the teaching day: term time 08:00 to 19:30 opening Mon-Fri, out of term 09:00 to 17:00 opening Mon-Fri. As designated by your function G grade.

All meetings and training will be scheduled to take place during allocated administration time if possible. Shift swaps and staff preferences will be taken into account at the discretion of the rota coordinator when notified in advance.

The University's standard arrangements for staff to request annual leave will be applied.

If you work on a closure day or bank holiday you will be given time of in lieu to be agreed with the rota coordinator. Paid overtime will not be offered unless the role is supporting out-of-hours planned maintenance (refer to separate policy). Salary and sick pay will not be affected.

Team Leaders will, where possible, seek to accommodate individuals' working preferences and agree working patterns which match the needs of the service and those preferences. The University reserves the right to instruct staff to work specific rota arrangements to meet the needs of the service if it is not possible to reach agreement within the team, taking account of the principles above (see "Purpose of Policy").

The teaching day support rota is a new way of working and senior management reserve the right to change the rota arrangement to meet the changing needs of the University, or if the health and ability of staff are affected by the arrangements.

Further guidance and advice

Please speak to your Team Leader for specific advice and guidance.

4. Out-of-hours emergency standby

Summary

IT Services is expected to provide a service that supports out-of-hours major incidents in order to minimise service disruption.

Purpose of policy

The out-of-hours emergency standby cover policy seeks to provide 24/7/365 response for major incidents at Exeter Campuses.

The University recognises the diversity of its employees and will take a sensitive approach when determining requirements.

The out-of-hours emergency standby cover policy is designed to guide managers and employees on the provision of support by using the existing University flexible working arrangements and setting an appropriate rota that balances the needs of the University with the needs of individual staff.

The policy is not exhaustive in defining the requirements and staff will be expected to work with the University to meet future changes in support requirements.

Who does this apply to?

The out-of-hours emergency standby policy applies to the following roles in IT Services:

J40 - Lead Cloud Services Engineer Level 5 F grade – Principal Engineer (PE)

J42 - Senior Cloud and Services Engineers Level 5 F grade – Principal Engineer (PE)J69
- Network Lead Level 5 F grade – Principal Engineer (PE)

J70 - Senior Network Engineers Level 5 F grade – Principal Engineer (PE)

J76 - Infrastructure Lead Level 5 F grade – Principal Engineer (PE)

J77 - Senior Infrastructure Engineers Level 5 F grade – Principal Engineer (PE)

Principles

It is a contractual expectation of staff in assigned roles (as listed above) to participate in the out-of-hours emergency standby rota.

Staff will be expected to follow the procedural requirements set out in the *IT Out of Hours Information Pack*. Compensation will be made in line with the University's standby/call out allowance policy for IT as set-out below.

Responsibilities and operating arrangements

The **Duty Incident Manager (DIM)** is responsible for managing calls from VIPs and escalated alerts in relation to a critical incident. The DIM will evaluate the impact and urgency of the incident to determine whether it is a major incident that requires an immediate response. The DIM will call the Principal Engineer as needed.

The Duty incident manager is the Senior Responsible decision maker acting on behalf of the Director IT Services for Out of Hours incidents, coordinating responses, directing communications and formally activating additional escalation for the most serious incidents.

Who acts as Duty Incident Manager?

There is a contractual expectation that the Director of IT Services, Assistant Directors of IT Services and IT Partners undertake the role of IT Duty Incident Managers (DIM). This will be specified in the letter of appointment.

The rota for the DIM is managed by the Incident Manager and requires the scheduled Duty Incident Manager to be available at all times, within and out of working hours, for a period of seven days (Monday to Sunday) to undertake the responsibilities detailed above on an approximately 1 week in 7 basis (may vary in case of vacancies). Staff will be expected to be flexible and arrange appropriate cover from another DIM when they are on leave.

When taking decisions as DIM colleagues are acting as or on behalf of the Director of IT Services.

A non-pensionable allowance of £5,000 p.a will be paid to IT Partners (those below Assistant Director). This payment will not be automatically uplifted to reflect general national increases agreed by JNCHES but may be reviewed by IT Services and Human Resources from time-to-time.

No additional payments will be payable to as a consequence of managing or attending out of hours incidents.

The **Principal Engineer (PE)** is responsible for monitoring critical alerts and the investigation and diagnosis of the incident. The PE will escalate to the DIM if the problems persists. When appropriate, the PE will be required to be on-site to resolve issues when remote resolution is not possible.

Standby rota arrangements

The emergency standby cover rota will be based on an (approximate) 1 in 10 rota, 7 days Monday (pm) to Monday (am). Staff will be expected to be flexible and arrange appropriate cover when DIM or PE is on leave.

There will be 5 slots.

Day	Start time	End time
Monday	18:00	08:00 (Tuesday)
Tuesday	18:00	08:00 (Wednesday)
Wednesday	18:00	08:00 (Thursday)
Thursday	18:00	08:00 (Friday)
Friday	18:00	08:00 (Monday)

Working arrangements for staff who are part of the standby rota or providing secondary support will need to conform to the requirements of the Working Time Regulations. The University will ensure

that proper procedures are in place for the proper recording of all time worked whilst on standby (i.e.: in response to calls/incidents whether managed remotely or onsite) and that, in accordance with the Regulations, appropriate compensatory rest periods are taken between any work undertaken whilst on standby (whether remotely or on site) and the commencement of normal working hours.

When a callout is completed before midnight, the member of staff should return to work at their normal start time the next day. Otherwise staff should normally return as follows:

Finish Time	Total Time Worked after Midnight		
	< 1 hour	1 – 4 hours	> 4 hours
Midnight – 3am	11am	Lunch time	Lunch time
3am – 6am	Lunch time	Lunch time	Next day
6am – 9am	Lunch time or remain at work option	Lunch time or remain at work option	Next day

Where compensatory rest is taken and the employee resumes work at a later than normal start time, any unworked hours for that day should normally be made up within the following 7 day period or as otherwise agreed with the line manager.

These are indicative guidelines and should not be considered an entitlement. It is up to the discretion of the line manager to determine a reasonable time to return to work following a callout, and it is expected that employees also act responsibly in these circumstances. Managers have a duty of care to ensure staff are in an acceptable and appropriate state to work. The number of callouts and occasions when staff are required to attend at the campus will be monitored regularly. When attendance on site has been necessary, the total time worked includes travelling time. If a member of staff has completed an on-site callout which finishes after 6am, they have the option to remain at work for the same number hours they would normally have worked during the next working day.

IT Services will complete a risk assessment in respect of staff returning to work at the Exeter Campuses on their own between 8pm and 8am. To ensure staff safety, if any member of staff has concerns about working at the office on their own when on the duty rota or when providing secondary support, they should discuss this with their line manager. It is recommended that if a member of staff comes back on site on their own between 8pm and 8am, that Estate Patrol is notified by the member of staff on arrival so they are aware of staff being on site and the DIM is texted at the end of any work done on site, to indicate the member of staff has completed the work and is returning home safely.

Standby payments

Principal Engineers will be able to retrospectively claim the following non-pensionable payments for each period that they are on standby.

Weekday evening (12 hour period)	Weekend (24 hour period)	Total for a full week
£40.00	£75.00	£350.00

The rates are **not** linked to JNCHES increases and will be reviewed every two years (*next due August 2020*) and will be informed by available market data from comparable organisations for similar work.

Call-out payments

If the Principal Engineer has to work more than 30 minutes in response to an alert, they will be able to claim a non-pensionable payment of **£27.00 per hour** or part thereof for the additional work.

If the DIM agrees that the Principal Engineer can call-out another member of staff to resolve the incident, that member of staff can claim a non-pensionable payment of **£27.00 per hour** or part thereof for the additional (i.e. out of hours) work, commencing from the time they start working on the incident.

Normally, incidents can be resolved remotely without attendance at the University. Where it is agreed that the employee must attend the University to resolve the incident, home to work travel time (and, after the incident is resolved, work to home travel time) will be paid. Mileage allowance can be claimed at the taxable call-out rate.

The £27.00 per hour allowance will be increased annually in line with JNCHES increases from August 2019 (i.e.: the 2019/20 JNCHES settlement).

Contractual terms for Standby and Emergency call-out

- 4.1. The University reserves the right to include an individual's role in standby arrangements but there is no requirement for the University to include you if, for example, there are more eligible participants than places required in the roster. The Service will review participation in standby arrangements from time-to-time to meet operational requirements. The University will give a minimum of one month's notification to add an employee to the on-call rota or, where a member of staff is required to participate after a period of non-participation of 12 months or more, a minimum of three months' notification – although the employee may choose to waive this and participate earlier. New employees may be required to participate from the commencement of their appointment, and any such requirement will be notified to applicants in further particulars and in the letter of appointment.
- 4.2. "Standby" is defined as a requirement for staff to be available, for defined periods outside of normal working hours, to respond promptly and effectively to emergencies and interruptions to operational services. "Call-out" is defined as a requirement for staff to attend work on site, outside of normal working hours, unplanned and at short-notice, to respond to emergencies and interruptions to operational services.
- 4.3. The employing Service will plan standby on-call rotas in advance to give staff reasonable notification of when they will be on standby duty. Staff may make arrangements to swap duties with an appropriate colleague (i.e.: one undertaking the same role or comparable) provided the managers of the Service are notified in advance. Staff may be requested to cover the duty of absent colleagues at short notice.

- 4.4. The allowance includes contribution towards home telephone rental/broadband charges but where necessary staff may claim the cost of telephone calls subject to the University Expenses regulations. The University will provide appropriate communication devices (mobile phones/pagers) to all rostered on call staff to be used for all work related calls and communication. Where attendance at the University is necessary, staff may also claim car allowance at the (taxable) 'call-out' rate. (All claims must be made in accordance with procedures specified by the University.)
- 4.5. While on standby the employee is required to:
- remain fit and able to respond in a professional manner – including, in appropriate circumstances, attending the University to respond to the issue if required;
 - comply with any notified requirements of their Service regarding the use of a mobile 'phone or pager etc;
 - comply with any notified requirements of their Service regarding expected response periods (normally to attend site within 1 hour of receiving a request from the on-call Supervisor or Manager);
- 4.6. Time on standby does not count as working time under the Working Time Regulations but the University will ensure that procedures are in place for the proper recording of all time worked whilst on standby (i.e. in response to calls/incidents whether managed remotely or onsite) and that in accordance with the Regulations, appropriate compensatory rest periods are taken between any work undertaken while on standby (whether remotely or on site if called out) and the commencement of normal working hours.
- 4.7. Supervisors and Managers will manage the standby arrangements, but all participants are responsible for ensuring any proposed changes to the original rota are properly enacted and communicated to the duty managers to ensure continuity of service at all times.

Further guidance and advice

Please speak to your Team Leader for specific advice and guidance.

5. Out-of-hours planned maintenance

Summary

IT Services is expected to provide preventative maintenance for IT services to minimise service disruption and outages. Two weeks' notice of the requirement will be provided wherever possible.

Purpose of policy

The out-of-hours planned maintenance policy seeks to action out-of-hours events, planned maintenance activities and fault investigation by placing work outside times of high demand. This includes a wide range of activities to maintain the University's IT estate including all infrastructure layers, networks, storage, servers, etc. approved by the Change Advisory Board (CAB) governance.

The University recognises the diversity of its employees and will take a sensitive approach when determining requirements.

The out-of-hours planned maintenance policy is designed to guide managers and employees on the provision of support by using the existing University flexible working arrangements and overtime policy.

The policy is not exhaustive in defining the requirements and staff will be expected to work with the University to meet future changes in support.

Who does this apply to?

All IT Services staff.

Principles

It is a contractual expectation that staff will undertake out-of-hours planned maintenance. To that end, as well as providing two weeks' notice wherever possible, there will be a fair distribution of work for out-of-hours planned maintenance, balancing employee's personal circumstances with the schedule of works approved by the Change Advisory Board.

It is expected that all **staff** will comply with reasonable management requests for ad-hoc out-of-hours working provided sufficient notice is given.

In line with the University's overtime policy, **Staff grades B-D** will be compensated for overtime work including Saturdays, Sundays, Bank Holidays and Closure Days which is approved in advance by the Change Advisory Board. Compensation may be time-off-in-lieu or payment at the University's overtime rates.

Staff up to grade F will be compensated where there is a regular need for out-of-hours working to meet essential operational requirements which can only be taken outside normal working hours and which is approved in advance by the Change Advisory Board. Compensation may be time-off-in-lieu or payment of time-and-a-half their actual hourly rate.

Out of hours maintenance is capped at a maximum of 10 hours per month and a maximum of 60 hours in total in any 12 month period.

The management of the service will monitor the amount of OOH maintenance hours being worked to ensure that no one is working excessive amounts.

Responsibilities

The **Team Leader** will allocate tasks and activities across appropriate teams.

Further guidance and advice

Please speak to your Team Leader for specific advice and guidance.

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Approved by:	HRSLT
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