

# Procedure

**TITLE:** Information Technology After Hours Support    **PROCEDURE NO:** ADM-15-005

**DEPARTMENT RESPONSIBLE:**  
Information & Technology Services

**EFFECTIVE DATE:** January 3, 2023

**NEXT REVIEW DATE:** January 3, 2024

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## GENERAL GUIDELINES:

Not all departments or functions within Lac La Biche County operate during regular business hours. This creates a need to have IT support available for after-hours emergencies.

## DEFINITIONS:

- After Hours – Monday-Friday 4:30 p.m. to 8:30 a.m. including holidays and weekends.
- Regular Business Hours – Monday-Friday 8:30 a.m. to 4:30 p.m. excluding holidays.
- After-hours emergency – failure of a critical system, network device, application, etc. which negatively impacts the stability, security, or availability of an information technology service. After hours emergency does not include setup of new things, familiarization with something new or training.
- Caller – An employee or contractor of Lac La Biche County who is calling for after-hours emergency support.
- On-Call – Available after-hours.

## PROCEDURE:

### Caller

- If your issue can wait for normal business hours, please submit a ticket or call the help desk at 780-623-6797 and leave a voicemail.
- For an after-hours emergency. Call the help desk at 780-623-6797 and follow the prompts. If you receive voicemail, leave a message with your name, reason for the call and a telephone number where you can be reached.
- Each after-hours call costs the County \$300.
- The On-Call person has up to 30 minutes to call you back. If an on-site visit is required, they have up to 1.5 hours to arrive or as agreed upon by both of you.

### Information & Technology Services on call person

- A member will be made available for On-Call after-hours emergency calls.
- The call answering service will be made aware of the schedule and any changes.
- On-Call shifts are a one-week rotation starting and ending on Thursday at 4:30 p.m. Or as deemed appropriate by consensus of the On-Call staff.
- At the end of each business day the after-hours telephone procedure must be tested to verify its operation. Example: Is everyone logged out of the queue? Does the call go to the correct location, etc.
- Trading of On-Call shifts is allowed and encouraged, including partial shifts.
- When an after-hours emergency call is received, you have up to 30 minutes to respond.

- If an on-site visit is required, you have up to 1.5 hours to arrive on-site or as agreed upon by you and the caller.
- For each after hours call, a ticket must be created with the tag of “After Hours” added to the ticket. Any time and mileage must also be tracked within the ticket.
- You must always be able to make and receive telephone calls while you are on call.
- If the On-Call person has worked most of the night, they are entitled to come in late or take the whole day off the next business day by notifying the team. We want to manage fatigue as best as possible by following all HR related policies and procedures.
- You are allowed to call-out others as deemed necessary.
- It is recommended that you carry the disaster recovery binder and your laptop with you while on call.
- Compensation will follow any relevant HR or payroll policies and procedures.

"Original Signed"  
Chief Administrative Officer

December 21, 2022  
Date

**SPECIAL NOTES/CROSS REFERENCE:**

- Overtime Management Standard Operating Procedure CS-03-014-15
- Lac La Biche County IT Support Level of Service

**AMENDMENT DATE:**