

NOVA SCOTIA AGRICULTURAL COLLEGE

Subject	Issue Date	Number
ITS After Hours Emergency Services Policy	02Feb06	P001

Pay will be provided for emergency restoration of IT services outside the employee's normal hours of work. Although this policy deals primarily with circumstances where the employee is required to return to the College, emergency maintenance performed remotely under this policy may also be covered, as well as work continuing from a normal work day into the evening.

All call backs require the prior approval of the VP Administration.

Approved Caller List as of 20 October 2009 **(in order of first call priority)**

Name	E-Mail	Cell Number
VP Administration or Designate (Bernie MacDonald)	bmacdonald@nsac.ca	897-5655
Executive Director, Development (Jim Goit)	jgoit@nsac.ca	890-1198
Registrar/SIS Director (Wayne Paquet)	wpaquet@nsac.ca	893-0876
Associate VP Academic for Students (Keltie Jones)	kjones@nsac.ca	890-3253
Dean of Student Services (Judy Smith)	jsmith@nsac.ca	899-5086
SIS Database Systems Administrator (Andy Kenny)	akenny@nsac.ca	890-1358
Physical Plant Manager (Phil Talbot)	ptalbot@nsac.ca	890-2306

PURPOSE

The purpose of this policy is to enhance ITS's ability to provide an improved level of service quality to the College community by facilitating remedial action for problems affecting the data network.

SCOPE

This policy will apply to the following categories of service problems:

- i. Network outages which affect multiple users
- ii. Failure of servers managed by ITS
- iii. Breach of security
- iv. Power failures resulting in network problems
- v. Failure of servers under the management of an individual on the approved caller list
- vi. Other service problems where such outages have significant service implications

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ELIGIBLE EMPLOYEES

All non-management ITS staff are eligible for pay when called back to work under the provisions of this policy. Staff called back will be paid according to the Terms and Conditions of Employment for Bargaining Unit Employees (Article 17).

PROCEDURE

NSAC Staff aware of a situation or event where equipment is not operating, and where there are significant service implications, should notify the authorized person.

Time worked under this policy will be reported using standard overtime forms and paid according to the standard overtime and call back procedures.

EMPLOYEES RESPONSIBILITY

An employee designated for standby duty shall be available during his period of standby duty by cell phone and be able to report for duty as quickly as possible (within one hour) if called.

Updated: 20 October 2009