

ISLE OF MAN PUBLIC SERVICES COMMISSION JOINT NEGOTIATING COMMITTEE

Cabinet Office: Government Technology Services On-Call/Cover Duty Agreement

WHEREAS the Isle of Man Public Services Commission Joint Negotiating Committee Constitution 2015 sets out the function of that committee to be: -

- i) To secure the largest possible measure of co-operation between the Government of the Isle of Man as employer and members of the Public Services Commission (PSC) in the determination of the pay and other terms and conditions of PSC employees; and
- ii) To achieve a sensible balance between the need to provide efficient, cost effective services in the public interest and the duty to be a responsible employer.

AND WHEREAS the Isle of Man Public Services Commission Joint Negotiating Committee has agreed that the staff of Government Technology Services (GTS) are required to provide an exceptional and constant out of hour cover duty to safeguard and maintain the provision of Isle of Man Government infrastructure.

NOW THEREFORE the Isle of Man Public Services Commission Joint Negotiating Committee has agreed that the following provisions in respect of out of hours cover duty shall apply to those civil servants within GTS who have agreed to be included on a cover roster.

- a) Staff who have volunteered to participate in the cover roster will participate equally in an agreed roster to provide the cover duty
- b) Staff participating in the cover roster will agree to remain near a telephone landline or be contactable by mobile phone. Staff should be both fit for duty and able to report as soon as possible after a call out.
- c) First On Call will be comprised of a roster of staff who will have sufficient knowledge and experience to be able to triage calls and make a decision on whether they could resolve the call remotely, initiate a call to an IT specialist (Escalation) or record the call for a resolution at a more appropriate time. From a GTS staff perspective this would consist of one on call resource at any one time.
- d) Escalation will be comprised of a roster of experienced IT Engineers and third party organisations that provide 24x7 support to IOMG. From a GTS staff perspective this would consist of a number of specialist resources on call at any one time due to the diversity of technologies to support and the skill set required
- e) Staff will only be paid on the day/week they are on-call. On-call staff will be suitably remunerated for the responsibility whilst being on-call. On-call staff will be responding to calls, attending to the IOMG Data Centers if needed and liaising with third party suppliers. They will be responsible for the availability of essential IT systems across Government, such as the Police Connect System, Hospital Patient Management System (Medway), IOMG

Online Services and Government IT infrastructure in general, which allows citizens of the Isle of Man and IOM Government users' access to essential Government IT services.

Rates as of 1 April 2023

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| Weekday standby payment (Monday to Friday inclusive) | £31.82 |
| Weekend standby payment | £127.22 |
| Public Holiday standby payment | £127.22 |
| Normal Payment for a full week rota (calculate 5x weekday standby + 2x weekend standby) | £413.54 |

NOTE:

- (i) Weekday standby payment Cover duty operates for period between normal close of business and normal opening for business on the following day.

1730H – 0800H Monday – Thursday
1700H Friday – 0800H Saturday
 - (ii) Weekend standby payment A full 24 hour period on a Saturday or a Sunday (through to opening for business on a Monday morning).

0801H Saturday – 0800H Sunday
0801H Sunday – 0800H Monday
 - (iii) Public Holiday standby payment Includes 'Bank' holiday or 'Privilege' holiday.
 - (iv) First On-Call and Escalation will be able to claim a minimum of 30 minutes overtime or for time spent, whichever is higher
 - (v) Where On-Call staff are called upon to carry out investigations in the Data Centers, IOMG Sites or back in the office, Civil Service Regulation C33-C36 applies and the normal provisions of the Civil Service Regulations will apply in respect to Overtime and Premium Payments
- f) It is an expressed condition of this agreement that those posts that participate in the cover roster do so on a voluntary basis.
- g) Once a staff member has been allocated a week on the cover roster (First On-Call, Escalation) they may request a colleague to cover any 24 hour period and it is their responsibility to gain agreement from a replacement staff member, who participates in the cover roster, and to update the on-call duty roster. In the unlikely event that none

of their colleagues is available, they are responsible for providing the cover as originally scheduled.

- h) Staff members wishing to opt out of the cover roster are required to give 3 months' notice. However, this may be waived with the agreement of the Head of Technical Operations or the Executive Director of GTS.
- i) The payments shall be increased by the same percentage increase applicable to standby and on call allowances defined in Civil Service Regulation [C47](#) and shall be effective from the same date.
- j) The operative date of this agreement shall be 1 April 2024 and is subject to an annual review, any changes to the agreement will be referred to the PSC/NC for consideration.
- k) This allowance is superannuable.
- l) Payments are made retrospectively.

Signed on behalf 
the Public Services Commission

Date 04/01/2024.....

Signed on behalf of Prospect



Date 04/01/2024

Signed of behalf of Unite



Date 18/1/24

