On-Call Duty Policy for IT Department

Date: [Insert Date]

To: All IT Department Staff

Subject: On-Call Duty Policy Implementation

Dear Team,

In order to maintain the highest level of service and support for our organization, we are implementing an On-Call Duty Policy for the IT Department. This policy outlines the responsibilities and expectations for on-call staff to ensure that critical systems remain operational outside of regular business hours.

1. On-Call Schedule

Team members will be assigned on-call duties on a rotating basis. The schedule will be communicated in advance on a monthly basis.

2. Responsibilities

On-call personnel are expected to respond to critical incidents within a designated time frame (e.g., 30 minutes) and escalate issues as necessary.

3. Compensation

Individuals on-call will receive additional compensation for the duration of the on-call period, as per company policy.

4. Communication

All on-call personnel must maintain a reliable means of communication during their on-call period to ensure they can be reached promptly.

5. Review and Feedback

This policy will be reviewed quarterly, and feedback from staff is encouraged to enhance the efficiency of our support process.

Thank you for your understanding and cooperation.

Sincerely,

[Your Name]

[Your Position]

[Company Name]