



Agency  
Directive

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Approved By:  
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Chief Information  
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<b>Title:</b> Establishment of Works Schedules	<b>Directive Number:</b> ITCD.050.0003
<b>Related MD Statute/Regulations:</b>  State Personnel and Pensions §9-101, Annotated Code of Maryland Code of Maryland Regulations, 17.04.11 DPSCS Standards of Conduct, III. Attendance Requirements DPSCS Secretary's Directive 05-91 Standard Workweek DPSCS 050.0010	<b>Supersedes:</b>  Establishment of Work Schedules ITCDP#02-08, ITCD.050.0003
<b>Related ACA Standards:</b> N/A	<b>Authorized By:</b>  Director of Administrative Services
<b>Related MCCA Standards:</b> N/A	<b>Effective Date:</b> April 8, 2008  <b>Number of Pages:</b> 3

**.01 Purpose.**

To establish policy and assign responsibilities and procedures for the management of the work schedules for employees of the Information Technology and Communications Division (ITCD).

**.02 Scope.**

This Directive applies to all employees of ITCD.

**.03 Policy.**

- A. ITCD shall comply with applicable State Law and Code of Maryland Regulations (COMAR) regarding work schedules.
- B. It is the policy of ITCD that proper staffing levels are maintained to ensure the efficient operation of the Division and the consistent, timely and accurate service to our customers.

**.04 Definitions.**

- A. In this Directive, the following terms have the meanings indicated.
- B. Terms Defined.
  - (1) Employee means an individual assigned to ITCD in a full-time, part-time, temporary or contractual position.
  - (2) Non-Shift employee means an employee who is required to work the standard daily work hours between 7:30 a.m. and 5:30 p.m.

(3) Shift Employee means an employee who is required to work a schedule beyond the standard daily work hours, which could be a second or third shift.

(4) Staffing Level means the number of and type of employees needed for the efficient operation of an ITCD unit.

**.05 Responsibility.**

- A. The Directors, Assistant Directors, or their designee(s) shall be responsible for the application and enforcement of this Directive.
- B. This Directive shall be reviewed and updated by the Director of Administrative Services or their designee and approved by the Chief Information Officer (CIO).

**.06 Procedures.**

A. The Directors, Assistant Directors or their designee(s) shall implement work schedules conducive to the needs of the agency and each unit.

(1) Adequate staffing levels must be maintained for all ITCD units at all times.

(2) Schedules will be created that designate shifts, rotating shifts, on-call schedules, leave allocations and any other measures to ensure adequate staffing levels.

B. Work Hours Agreement Form.

(1) All ITCD employees must complete a **Work Hours Agreement** form (Appendix A). The work hours, lunch period, and length of lunch period must be agreed upon by the Supervisor (if necessary), Director, Personnel Director and employee and recommended to the CIO for final approval.

(a) Non-Shift Employees.

(i) All ITCD Non-Shift employees' standard work hours must fall within the timeframe allowed of 7:30 a.m. to 5:30 p.m., to include an unpaid lunch period.

(ii) Employees are entitled to a 30-minute lunch period with an eight and one-half hours workday or a 60-minute lunch period with a 9-hours workday.

(iii) Employees must take the lunch period no sooner than 11:00 a.m. and no later than 2:00 p.m.

(b) Shift Employees.

(i) Directors, Assistant Directors, or their designee(s) will select the required shift for each shift employee.

(ii) Directors, Assistant Directors, or their designee(s) will complete **Work Hours Agreement** form (Appendix A) each of their employees in accordance with B. (1) of this Directive.

(2) Exceptions.

(a) An employee may request an exception to the standard work hours, for example, 6:30 a.m. to 3:00 p.m. or 10:00 a.m. to 6:30 p.m., in writing and provide justification for the request.

(b) The requests along with the justification must be agreed upon by the Supervisor (if necessary), Director, and Personnel Director and recommended to the CIO for final approval.

**07. Attachments/Links.**

A. Work Hours Agreement.

B. Part-Time Work Hours Agreement.

**.08 History.**

This directive supersedes Establishment of Work Schedules ITCDP#02-08, ITCD.050.0003, effective April 8, 2008.