



DEPARTMENTAL
GENERAL
ORDER

Effective Date
9 Jan 09

I-16

Evaluation Coordinator:
Information Technology Unit
Supervisor

Index as:

Automated Scheduling and Staffing
Management System (Telestaff)

Evaluation Due Date:
9 Jul 09

Automatic Revision Cycle:
3 Years

AUTOMATED SCHEDULING AND STAFFING MANAGEMENT SYSTEM

The purpose of this order is to set forth Departmental policy and procedure for utilizing the automated scheduling and staffing management system (hereafter, referred to as System). The System shall be the primary method for Departmental personnel to request a leave of absence or schedule mandatory/voluntary overtime. Additionally, supervisors, commanders, and managers shall utilize the System to facilitate developing, updating, and archiving Daily Details. Utilization of the System ensures accurate reporting of daily staffing within the Department. Refer to DGO I-16.1 Daily Detail for specific requirements for preparing a Daily Detail.

I. POLICY

- A. Departmental personnel shall access the System to:
1. Report sick, injured, Family Medical Leave, or Military Leave;¹
 2. Request other Leave of Absences (e.g., Compensatory time, vacation, family death);
 3. Report Special Assignments (e.g., School, conference, and training);
and
 4. Schedule Mandatory or Voluntary Work On Day-Off Program (WODOP).
- B. Personnel shall not utilize another person's password to access the System.

¹ The System replaces the current BFO Leave of Absence hotline. Personnel have the option to log in as noted in Part II. Until the electronic payroll system is implemented, personnel shall continue to utilize the Time Sheet (TF-3169) for reporting these types of Leave of Absences.

- C. Supervisors/Commanders/Managers shall access the System to create/update Daily Details for Departmental organizational units, except for the following:
 - 1. A Major Response Operation (MRO) (e.g., Cinco de Mayo, Memorial Day, Fourth of July, New Years); or
 - 2. A special event (e.g., Raiders Games, Coliseum Events).²

II. ACCESSIBILITY

The System can be accessed via the following three (3) methods:

- A. Departmental Client Server – Permits full access on Departmental computers with the System program installed;
- B. Internet - Permits limited access to the System; and
- C. Telephone or cell phone – Permits limited access to the System.

III. RESPONSIBILITIES

- A. System Administrator

The Information Technology Unit Supervisor shall designate a System Administrator, who shall:

- 1. Confer with the Personnel Manager to ensure the Department's organizational unit structure is configured and current;
- 2. Ensure organizational unit structure is maintained/updated within the System;
- 3. Track and report System problems to the City Information Technology Department and the vendor;
- 4. Recommend System upgrades and modifications;
- 5. Assess and identify training needs for Departmental personnel; and
- 6. Grant/rescind access to authority levels within the System.

² Telestaff does not support creating MRO or special event details. Until enhancement of the System, event details shall be included as part of the Operations Plan.

- B. The Bureau Deputy Chief/Director, or commanders or supervisors of organizational units assigned to the OCOP, shall designate personnel within their bureau/unit to ensure the following tasks are completed:
1. Query the System, as necessary, to approve/deny leave of absence requests;
 2. Ensure new assignment or reassignment information of intra-bureau transfers or loans of personnel is entered into the System;
 3. Ensure personnel information and assignment is updated (i.e., squad, unit, shift, days off, call sign, etc), as necessary;
 4. Ensure the Daily Detail reflects an accurate accounting of personnel attendance within the unit that day; and
 5. Notify the first-level commander/manager (non-BFO) or Area Commander (BFO) for review and finalizing of the Daily Detail.
- C. The first-level commander/manager reviewer shall, within 72 hours:
1. Review the Daily Detail(s) to ensure Daily Details are accurate and reflect composition and assignment of the unit workforce and to ensure all required information, overtime, specific leaves of absences, and special assignments are properly approved and documented per DGO I-16.1 Daily Detail.
 2. Upon approval, “Finalize” the Daily Detail in the System; **AND**

Print and sign the first page of the Daily Detail and initial all other pages. Forward the Final Daily Detail to the appropriate division commander/manager or Area Commander.
- D. Division Commander/Manager or Area Commander shall:
1. Ensure all Final Daily Details received are scanned, read-only protected, and saved in the appropriate folder on the bureau/division server; and
 2. Provide the IAD with access to the bureau server to access hardcopies of Daily Details upon request³.

³ IAD will have access to view electronic versions archived in Telestaff.

- E. Personnel Manager shall ensure new/updated personnel data is entered into the System regarding;
1. New bureau and division transfers and loans; and
 2. Personnel who have separated from the Department are reclassified to “inactive” in the System.
- F. All Departmental personnel shall:
1. Ensure the safeguard of their personal System password to prevent unauthorized usage;
 2. Review personal contact information in the System, and make necessary corrections in accordance with the provisions of *Manual of Rules* Section 328.91, Address and Telephone Numbers;.
 3. Ensure the appropriate request codes are entered into the System and approval is verified, if necessary, prior to taking a leave of absence;
 4. Use the System to sign up for published overtime opportunities; and
 5. Ensure the System accurately reflects the regular or overtime hours worked and/or the appropriate Leave of Absence code(s) are properly documented and approved.

By Order of

Wayne G. Tucker
Chief of Police

Date Signed: _____