



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 23-03: After-Hours and Standby Consulting Expedite Fee Changes

ISSUE DATE: March 23, 2023

ATTENTION: All CDT Customers

ACTION REQUESTED: None – Information Only

EFFECTIVE DATE: April 3, 2023

Overview:

CDT is implementing expedite fees for After-Hours and Standby Consulting work. The expedite fees are being implemented for CDT to have adequate lead time to plan and schedule staff resources.

After-Hours Work:

Service Requests that are submitted to CDT for After-Hours work with less than 5 business days' lead time (previously 10 days) will incur a \$515 expedite fee.

"After-Hours work" is defined as work that is scheduled to occur on weekends, holidays, or outside normal business hours (*after 5:00 PM or prior to 8:00 AM*).

Standby Consulting:

Service Requests that are submitted to CDT for Standby Consulting with less than 10 business days' lead time (previously 15 days) will incur a \$515 expedite fee.

A cancellation fee will also be charged when a department cancels the request for Standby Consulting with less than a 24-hour notification to CDT. Cancellations must be done via the ServiceNow Service Request submittal process. Departments will be charged for two hours of consulting for each CDT employee that was scheduled to provide Standby Consulting.

Standby Consulting is defined as work that is specifically scheduled using the "Standby Consulting" Service Request which requires on-call, after-hours availability of CDT staff on weekends, holidays, or outside of normal business hours (*after 5:00 PM or prior to 8:00 AM*).

NOTE: After-Hours work and Standby Consulting are subject to CDT staff availability. The more notice we have, the greater chance we will have resources available. If CDT does not have staff available, customers will not be charged.

Next Steps:

Customer Administrator approval within ServiceNow will be required to acknowledge the expedite fee for Service Requests where applicable.

If your department would like to avoid incurring a fee, please select a different start date and time (that is not considered "After-Hours" or beyond the expedite fee window) for the Service Request.

Expedite fees will be reflected in the CDT Service Request forms for certain services where an expedite fee is applicable:

<https://cdt.ca.gov/services/expedite-fee>

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or by calling Customer Engagement Services at (916) 431-5390.