

# **IMPORTANCE OF PAGER ROTATION DUTIES**

**BY: FATIH SULJOVIC**

# WHAT ARE PAGER ROTATION DUTIES?



Similarly to going on call with other fields such as the medical field. Pager Rotation duties act as that but for the engineers in groups.



There will be a schedule created where certain engineers will be readily available at certain times of the day. Ready to combat any urgent matters regarding the software.



# WHY USE PAGER ROTATION?



## Mission

The first reason to adopt this practice is because of the health of the system. If the top end of the dev stream continuously creates errors for the lower end of the stream it causes issues that must be resolved later. Later on this can compound onto itself with repeated issues for the team to resolve. Overtime it just overworks a later branch of the team and for the better of the health of the software it is best to end that issue early.

With pager rotation duties it will involve the whole team when it comes to implementing a method where everyone in the value stream gets important feedback regarding any upper steam architectural and coding decisions that are made.



## Vision

# COLLABORATION

Given larger companies are situated globally, this strategy becomes more realistic than previously established. Picture the idea where you have a portion situated in California, New York, Germany, Russia and Japan. This would give you 24/7 coverage with the time zone differential between your colleagues.

# BENEFITS OF PRD

## Even Workload

If everyone is readily available to jump on the software at scheduled times then it allows for everyone being able to help out without subjecting the same group each time.

## Coverage

With this new setup the coverage of assistance increases dramatically. It goes from a few available to help at certain hours to potentially full day coverage.

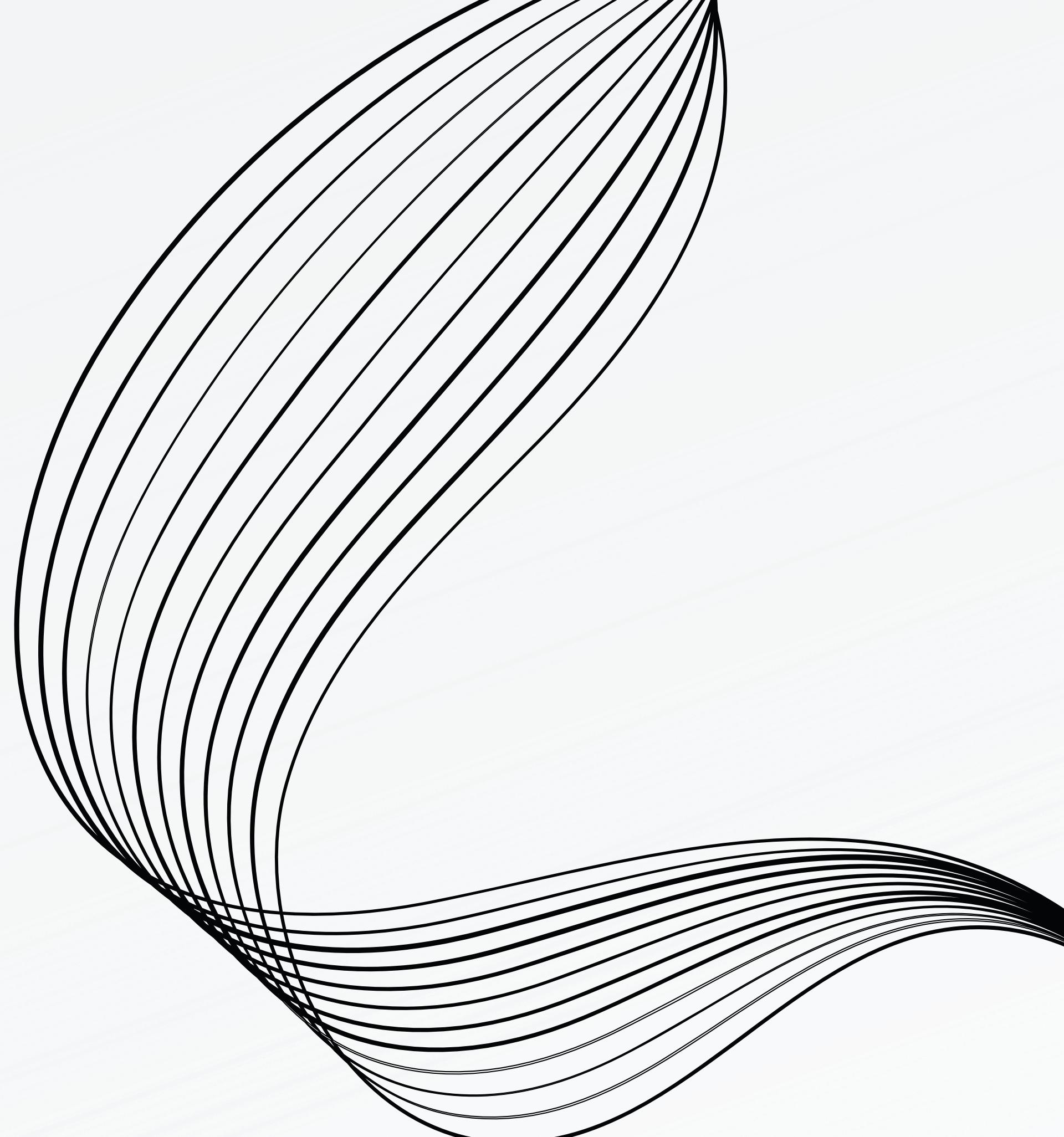
## Communication

With the value stream directly contacting each other regarding any code related changes the team can offer each other input as to mitigate issues that may arise lower down the stream.



# CONCLUSION

It comes with great benefit to the team if you adopt the Pager Rotation Duties practice. Offering an overall healthier software development process. As well as improved efficiency with increased communication between the team.



# REFERENCES

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