



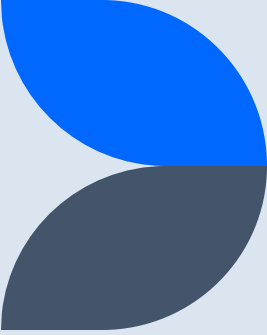
# Module 7: Pager Rotation Duties

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CSD 380 DevOps

# Shared Responsibility

In the DevOps model, both development and operations teams share on-call responsibilities, ensuring that everyone has a vested interest in system reliability. This improves ownership, as developers are more likely to write stable code when they may be called upon to fix it during off-hours.



# Minimizing Alert Fatigue

One of the primary challenges of on-call rotations is alert fatigue. Over-alerting or unnecessary pages can lead to burnout. Best practices include:

- refining monitoring tools
- ensuring only actionable alerts are sent
- using automated incident response systems when appropriate

# Rotation Schedules and Coverage

1. Establishing an effective rotation schedule with fair, manageable shifts is crucial. You can avoid gaps in coverage by setting defined shift limits and ensuring coverage across time zones.
2. Automation tools like PagerDuty can help in routing notifications to the correct individual based on predefined escalation policies.

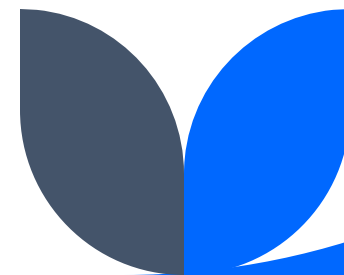
# Escalation Policies

Clear, structured escalation policies ensure that issues are resolved promptly and escalated efficiently if the primary responder cannot address the problem. This helps organizations meet service-level agreements (SLAs) and guarantees timely issue resolution.



# Work-Life Balance

Supporting engineers with flexible schedules, encouraging work-life balance, and providing recovery time post-shifts can help mitigate the negative impacts of on-call duties, preventing burnout and improving overall team morale





# Continuous Improvement

Monitoring and refining on-call practices over time is vital. Analyzing past incidents, improving the infrastructure's resilience, and automating repetitive tasks can reduce the burden on on-call engineers

# References

- PagerDuty, Inc. (n.d.). PagerDuty Best Practices for On Call Teams OPs Guide. PagerDuty Best Practices for on Call Teams Ops Guide. <https://goingoncall.pagerduty.com/>
- Datadog. (2020, November 16). DataDog Incident Management | DataDog. Datadog. <https://www.datadoghq.com/product/incident-management/>