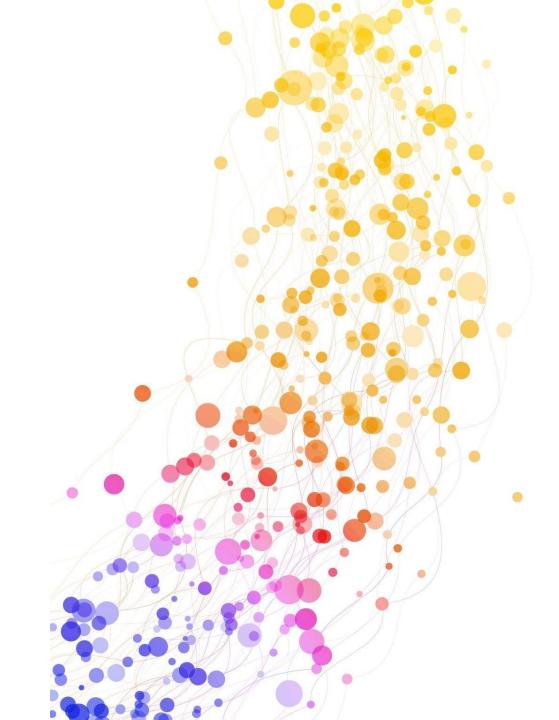
# Pager Rotation Duties

- •CSD 380 DEVOPS
- •MODULE 7.2 ASSIGNMENT
- •JULIE SAKAI
- •4/26/25



# Introduction to Pager Rotation

- Pager rotation refers to the practice of assigning on-call responsibilities to team members and ensures a structured incident response process.
- The purpose is to prevent downtime, distribute the workload, and improve the system uptime.

# Benefits of Pager Rotation

- Improves systems resilience from on-call schedules ensure continuous monitoring and quick responses to incidents.
- The engineers who build the system are responsible for maintaining it which ensures share accountability is in place.
- This process helps mitigate burnout by proper scheduling in place to ensure a balanced workload.
- Enforces clear escalation polices and automated scheduling tools to improve the Mean Time to Resolution.

# Best Practices for Pager Rotation

- Utilize automated scheduling tools such as PagerDuty and AlertOps for on-call rotation.
- Utilize incident management and scheduling tools such as Atlassian, PagerDuty, and AlertOps for on-call rotation, automated alert routing, and improve response efficiency.
- Ensure a tiered response from responders are assigned to handle alerts before necessary escalation process.
- Having scheduled global team to distribute on-call duties across different time zones.

## Challenges and Solutions

#### <u>Challenges</u>

- Engineers receive too many alerts which may not require immediate attention it can lead to decreased responsiveness.
- On-call rotations can page some engineers more often than others, lead to burnout.

## Challenges and Solutions

#### Solutions

- Engineers receive too many alerts which may not require immediate attention it can lead to decreased responsiveness.
- Evenly distribute shifts and ensure each team member share the responsibilities. Utilizing scheduling tools to allow for fair rotation cycles between team members.

# Strategies for Effective Pager Rotation Duties

- Companies provide tools for incident management and on-call rotation.
- Atlassian- A software company that develops tools that support collaboration and DevOps workflows. It offers a tool called Jira Serice Management which helps teams handle on-call rotation efficiently and ensure quick incident response.
- PageDuty- A company that focuses in on-call scheduling and alert management. Their DevOps team rely on its platform to maintain system reliability by streamlining notification and escalation processes.
- AlertOps- A company that focuses on incident management and automation that offers integration capabilities with monitoring and communication tools to ensure real time response and collaboration.

### Conclusion

- Pager rotation ensure system reliability by distributing on-call duties efficiently.
- Utilize tools such as Atlassian, PagerDuty, and AlertOps to improve incident response and resilience.
- Effective on-call rotation enhances system uptime and engineering collaboration.

### References

A. (n.d.). Best Practices for Managing On-Call Rotation (in 2025). AlertOps. https://alertops.com/on-call-rotation/

A. (n.d.). *Incident management for high-velocity teams*. Atlassian. https://www.atlassian.com/incident-management/on-call/improving-on-call#you-built-it-you-maintain-it

Kim, G., Humble, J., Debois, P., & Willis, J. (2021). The DevOps Handbook (2nd ed., pp. 263–264). IT Revolution.

P. (n.d.). On-Call Rotations and Schedules. PagerDuty. https://www.pagerduty.com/resources/incident-management-response/learn/call-rotations-schedules/