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# Pager Rotation Duties

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- MODULE 7.2 ASSIGNMENT
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- 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 policies and automated scheduling tools to improve the Mean Time to Resolution.

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# 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

## Challenges

- 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 Service Management which helps teams handle on-call rotation efficiently and ensure quick incident response.
- PagerDuty- 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.



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