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Pager Rotation Duties

What are Pager Rotation Duties?

- IT Companies have specialized teams of engineers who are always on standby to resolve problems with software services as they arise. These teams follow a rotating on-call schedule, which is a shift work rotation among all members assigned to ensure software is always available.
- Since they are in charge of swiftly addressing problems when they occur and avoiding alert fatigue, it's crucial to rotate on-call duties among individuals or teams.

Best Practices for Managing On-Call Pager Rotation Duties

- Creating an effective on-call schedule
- On-call rotation best practices to keep in mind
- Equity and balance
- Variety in rotation types
- Openness and communication
- Backup and escalation
- Benefits of an effective on-call rotation

Creating an effective on-call schedule

- When you have multiple on-call teams looking after a service or multiple services, schedules are your golden compass for ensuring everyone is pointed in the right direction.
- Scheduling helps you manage which members of a specific team are available at a given time, which teams are overlapping each other and how the escalation policies affect the different members of the teams.

On-call rotation best practices to keep in mind

- In-house scheduling application is a valuable asset for your group. It conserves time and reduces the need for manual effort by directly forwarding alerts through the engineers' chosen communication channels, following set timetables.
- This eliminates many steps in delivering the correct information to the appropriate specialist at any given moment.

Equity and balance

- **The person responsible for the pager should not hesitate or be discouraged from contacting others when they are unsure how to handle an incident.**

Variety in rotation types

- **Bi-weekly:** The bi-weekly on-call schedule rotates team members every other week or twice a month
- **Week and weekends:** In a week/weekend schedule, one set of team members is on call during the week, while another set takes over during the weekend. This schedule is particularly useful when overnight hours are involved as it allows employees to have breaks from night shifts
- **Follow-the-sun:** A follow-the-sun schedule arranges on-call team members based on their work locations. This type of arrangement is ideal for remote teams with members spread across different geographic areas. It ensures that there is always an employee available during their regular work hours to handle incidents.

Openness and communication

- It's important to encourage and support your team in handing off the pager to someone when unexpected situations arise, without asking any questions.
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REFERENCE

Alertops: <https://alertops.com/on-call-rotation/>

Pager Duty: <https://www.pagerduty.com/resources/learn/call-rotations-schedules/>

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