Pager Rotation Duties: DevOps Best Practices

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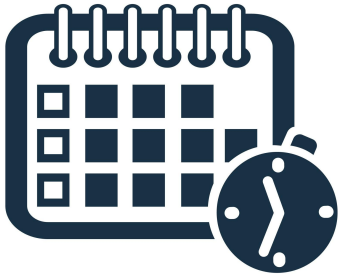
Pager Rotation: What is it?

- Perfect deployments can still have issues that happen at any time
- Pager rotation has DevOps engineers on-call to take care of critical issues as they arise
- Allows for faster response and consistent system reliability

Why Use Pager Rotation in DevOps?

- Shorter disruptions to service, upholds brand reputation, less loss of revenue
- Faster resolution of issues originating upstream
- Reduces blame culture and improves transparency between Development and Operation teams

Scheduling



- Follow the sun model leverages time zones to get 24/7 coverage in global teams
- For teams in a single region, the year can be divided into quarters then shifts are rotated every 3 months to reduce fatigue
- Using an on call scheduling software can also make scheduling easier

Best Practices

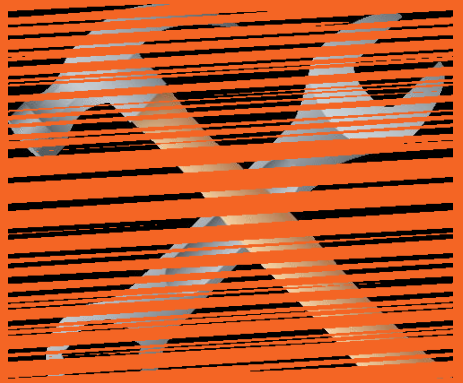
- Provide detailed summary of issues (on going, resolved) and pending tasks
- Hold meetings to review incidents, find where issues originate, and discuss protective actions to be taken
- Create and update runbooks that have step by step troubleshooting guides

Best Practices

- Set up service and server level monitoring and dashboards sp teams understand system health/performance
- Define escalation policies: who is doing what and what actions must be taken in what situation
- Establish time limits: If the first response does not act within the agreed timeframe, the issue must be escalated

Tools

- There are any software tools that can make pager rotation duty and its management easier
- PagerDuty is an example of a tool for managing pager rotation
- Datadog is one option for monitoring tools for pager rotation



References

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