

On■Call Handbook

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1. Responsibilities

On■call engineers respond to alerts, mitigate impact, and communicate status.

2. Escalation

Escalate to the incident commander for SEV■1 incidents within 10 minutes.

3. Handover

Provide a handover note at shift end including ongoing risks.

4. Notes

This document is confidential and intended for internal use only. If you have questions, contact the Policy Owner listed in the Responsibilities section.