mulhern-Presentation-5.2

- According to GitLab, DevOps Engineers can go On-Call for work (Gitlab, n.d.).
- When on call a DevOps Engineer is required to respond to pings.
- These pings come from their phone usually.
- One must be near WIFI with a Computer.
- This is to be taken seriously.

- A DevOps Engineer is supposed to support the release managers in the release process (GitLab, n.d.).
- After completing being on call: it is customary for Engineers to take time off (GitLab, n.d.).
- Shifts are 7 days of 8 hour shifts (GitLab, n.d.).
- After 5 minutes if a ping is not recorded management gets a ping (GitLab, n.d.).
- After another 5 minutes everyone on call gets a ping (GitLab, n.d.).

- The rotation of the SecOps team is on call 7 days of 24 hours (Gitlab, n.d.).
- After 15 minutes the Security Manager is alerted if a ping is not responded to (Gitlab, n.d.).
- This is for the security team.
- The security team is responsible for protecting the applications against hackers.
- The security team is called SecOps (Gitlab, n.d.).

- The next protocol is for Security Managers.
- Security Managers are on call 7 days of 12-hour shifts for GitLab (GitLab, n.d.).
- If pings are responded to in 15 minutes the Security Manager is notified (Gitlab, n.d.).
- The role of security manager is to manage SecOps (Gitlab, n.d.).
- They make sure SecOps is doing their job right (Gitlab, n.d.).

- The next section is for the Development Team rotation.
- The rotation is for errors in infrastructure.
- A ping goes out and if not responded to in 15 minutes the Dev Team Managers are notified.
- Development Engineers shift hours are 4 hours each (Gitlab, n.d.).
- Engineering mangers are in monthly shifts (Gitlab, n.d.).

- This next section is about the Quality Team shift rotation
- Shifts stay in normal business hours (Gitlab, n.d.).
- Schedule is during working hours (Gitlab, n.d.).
- Quality Assurance does testing.
– Testing helps applications run better.

- This was the normal operations of GitLab.
- I will now go over the expectations for on call.
- This includes responding to pings (Gitlab, n.d.).
- If the pings are responded to manangement gets a ping (Gitlab, n.d.).
- This seems harsh but is neccesary.

- Overall I don't know if Gitlab treats their workers all that great.
- It seems like a stressful job.
- It's important pings are met with a response.
- And workers are responsive.
- Though I'm guessing the manangment is harsh.

# Reference

GitLab. (n.d.). On-Call. Retrieved from https://about.gitlab.com/handbook/on-call/