Pager Rotation Duties in DevOps

Strategies for Effective On-Call Management
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Introduction

- ▪ What is pager duty?
  - – **Pager Duty**: Pager duty refers to the practice where team members are on-call to handle urgent issues and incidents that arise outside regular working hours.

- ▪ Why is pager duty important?
  - – **Significance**: Ensures high availability and reliability of services by providing immediate response to critical incidents.

Best Practices for Effective Pager Rotation

- **Fair Rotation**: Distribute on-call duties evenly.
  - Failure in doing so could suggest favorability towards others and cause stress on those taking on more hours

- Escalation Paths: Clear protocols for incident resolution.
  - Lack of protocol could lead to a circle of miscommunication due to error.

- **Training**: Comprehensive training for on-call team members.
  - Those lacking in training will rely on others more heavily until they have necessary knowledge to complete tasks on their own.
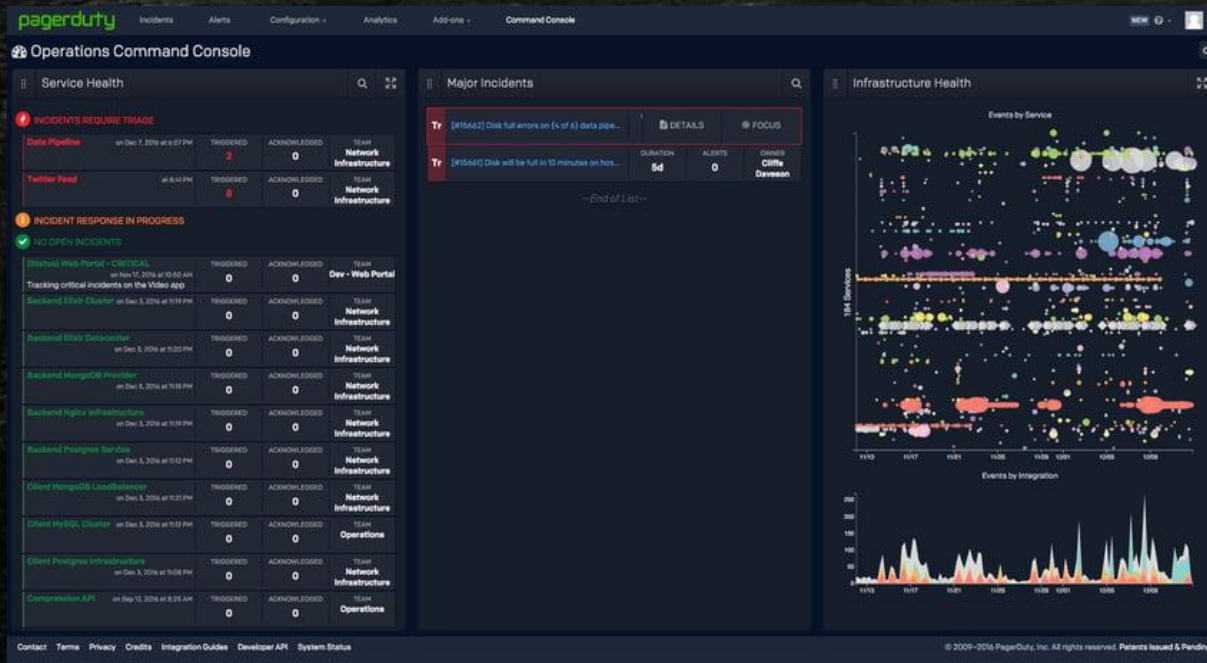
Tooling and Automation

- **Monitoring Tools**: Use robust tools for incident detection.
  - Emails if issue or failure is detected

- **Automation**: Reduce workload through automation.
  - Automated scripts for common non-work stoppage scenarios

TOOLBOX

On-Call Schedule Management

- **Scheduling Tools**: Tools like PagerDuty, OpsGenie.

- **Flexibility**: Allowing shift swaps.

Health and Well-Being

- **Rest Periods**: Adequate rest between shifts.
  - No rest for employees and associates can lead to burn out and sometimes resignation from position.

- **Support Systems**: Access to mental health resources.
  - Systems in place to assist with mental health can promote mental health and relieve stress and other issues from associates.

Communication and Documentation

- **Incident Documentation**: Maintain records of incidents.
  - It's important to document all incidents in general, but especially during pager rotations. Oftentimes pager rotations have 1 person on call and proper documentation of incidents in the only tracking events and outages

- **Knowledge Sharing**: Share experiences and learnings.
  - It's important for those working pager rotations to share incidents they experienced with others in case similar scenarios reoccur.

Resources

- https://www.pagerduty.com/resources/learn/call-rotations-schedules/

- https://www.cortex.io/post/best-practices-for-on-call-rotations

- https://www.microsoft.com/insidetrack/blog/rotating-devops-role-improves-engineering-service-quality/