# Ads Site Readiness: On-Call Duty

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**See Also**

# Overview

### What teams are involved in the on-call duty?

* Ads PD
* Ads QE
* Ads Infra

### What is their role in supporting the eBay platform 24/7?

Areas of responsibility by team:

|  |  |
| --- | --- |
| **Ads Infra** | System errors and general business metrics. |
| **Ads PD** and **Ads QE** | - L2 support of what **Ads Infra** covers if there are code issues. **Ads Infra** will manually call **Ads PD** or **Ads QE**.  - Domain-specific issues. |

We use PagerDuty to provide 24/7 coverage. For details, see [2022 Quarterly Readiness > PagerDuty](file:////display/AdsInfra/2022+Quarterly+Readiness#id-2022QuarterlyReadiness-2022QuarterlyReadiness-PagerDuty).

### What is the scope of support and the potential business impact?

The Ads Infra team takes care of system errors and general business impact on critical functions/systems, such as revenue, GMV, take rate, and attribute rate.   
In the worst-case scenario, a system error or a code bug may cause the Ads to stop functioning completely and lead to revenue loss, which in some cases cannot be backfilled.

# On-Call Process

### What is the on-call process?

The on-call process follows the SOP [Ads & Merch SOP for Alerts](file:////pages/viewpage.action%3fpageId=887387282) to remediate the site (or Ads domain specific business metrics).

### Are employees restricted to a particular geographical location when being on call?

No

### What is the required response time?

15 minutes at most. The on-call PD or QE should be on VPN within this time and be ready to respond to the incident (or P1/P2 issues).

### What is the frequency of support calls during the on-call period?

It varies by case, but we do track PagerDuty calls for the last 14/30 days in the [Ads Readiness](https://wiki.vip.corp.ebay.com/x/JQRgOQ) spreadsheets (also available on our Google Drive share: ).

### Are personal activities restricted while on call?

Yes. On-call employees must focus on remediation until the issues are fixed.

### How long is the on-call duty for each employee? Is there a periodic or fixed schedule?

There are two categories: 24 hours daily for one week or 12 hours daily for one week, for each layer (L1 or L2) of the team's [escalation policy](https://wiki.vip.corp.ebay.com/x/JQRgOQ#id-2022QuarterlyReadiness-PagerDuty).

The team schedules are maintained in the the [Ads Readiness](https://wiki.vip.corp.ebay.com/x/JQRgOQ) spreadsheets and the PagerDuty escalation policies for each team.

### What is the business impact if your employees are not on call?

The largest possible impact is revenue loss and inability to recover revenue.

### Is on-call duty part of the job description for a new hire?

Yes, for the Ads Infra team.

For other domains, it may not be. But we strongly recommend that you add it to job descriptions.

### What are the tasks you have to do once you are called?

The on-call PD or QE may click the SOP link for an alert in the [Control Center](https://adsshepherd.muse.vip.ebay.com/controlcenter/alerting/collection) or the [#ads\_p1p2\_alerts](https://ebay-eng.slack.com/archives/C02PWMYR54J) Slack channel and follow the instructions.

Most of SOPs stress the importance to prioritize the issues in the following way:

* If it's a P1/P2 issue, act imediately.
* For P3/P4 issues, the on-call employee may wait until other team members with more expertise find the solution during their office hours.   
  However, it's the on-call employee's responsibility to track this issue until it's taken over by another expert.   
  At the same time, the on-call employee must monitor whether there are too many P3/P4 alerts and whether they're upgraded to P2 or P1 incidents.

### How many employees in total will be on call?

Domain managers are still working on the exact numbers. For details, see the spreadsheets on our Google Drive share: .

|  |  |  |  |
| --- | --- | --- | --- |
| **lead** | **domain** | **per week** | **per month** |
| Adam | MADSNAP | 3 | 12 |
| Angela F | MAD Frontier / Engagement | 2 | 8 |
| Victor | Platform Core | 2 | 8 |
| Ani/Dhaval | Attribution and Charging | 1 | 4 |
| Binbin/Beda | Guidance | 2 ( 1 is QE ) | 8 |
| Zin | Tracking | 1 | 4 |
| Jasper | ADPP | 1 | 4 |
| Manohara | Ads Interface / Reporting | 4 | 16 |
| Weiyu | Ads QE and Infra | 2 | 8 |
|  |  |  |  |
|  |  |  |  |
| **total** | Ads & Merch | 17 | 68 |

# FAQ

### Where can I find the eBay on-call policy?

<https://ebayinc.sharepoint.com/sites/HR/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FHR%2FShared%20Documents%2FCompensation%2F2020%5FOn%5FCall%5FPay%5FPolicy%2Epdf&parent=%2Fsites%2FHR%2FShared%20Documents%2FCompensation>

<https://hub.corp.ebay.com/site/people/page/pay-on-call/us/manager>

##### global policy FAQs

<https://ebayinc.sharepoint.com/sites/HR/Shared%20Documents/Compensation/Global_On-Call_Pay_Policy_FAQs.pdf?web=1>

### What employees are NOT obliged to apply the process of registering in Workday?

Individual contributors (IC) with level >= 28 and managers >= 26. For details, see the [policy document](https://ebayinc.sharepoint.com/sites/HR/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FHR%2FShared%20Documents%2FCompensation%2F2020%5FOn%5FCall%5FPay%5FPolicy%2Epdf&parent=%2Fsites%2FHR%2FShared%20Documents%2FCompensation).

### What should I configure my notification setting for on-call on Pager Duty?

Go to your user profile page on Pager Duty: <https://ebay-cpt.pagerduty.com/users/>

Go to Notification Rules tab, check if you will receive a call immediately for high urgency alerts.

