Creating On Call Heroes

Strategies for Effective On-Call Practices

Einat Mahat

Ownership & Power

“With Great Power Comes Great Responsibility”

– Uncle Ben, Spider Men

About Me

R&D Group Leader

Problem Solver

Community Leader

Agenda

01 Routine

02 Expectations

03 On Call Odyssey

04 Leadership Role

05 Culture

On-Call

Sidekicks

IMS | APM | PPL

On-Call Routine

Schedule

Tools

Tracking

On-Call Expectations

System Health

The On-Call Odyssey

Proactive

Try to Prevent

Show Up!

Triage Tactics

Gather Facts

Get Help

Warm Handover

Own It!

Mitigate
- OR -
Resolve

Investigate

After the Incident

Lesson Learned Per Incident

Should Contain:

- Summary
- Detection
- Triage
- Mitigation
- Timeline
- Root cause analysis
- Action Items (owners & ETAs)

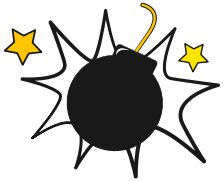
Prevention Protocols

- Run Books
- Metrics
- Automations
- Alerts

Leadership Roles

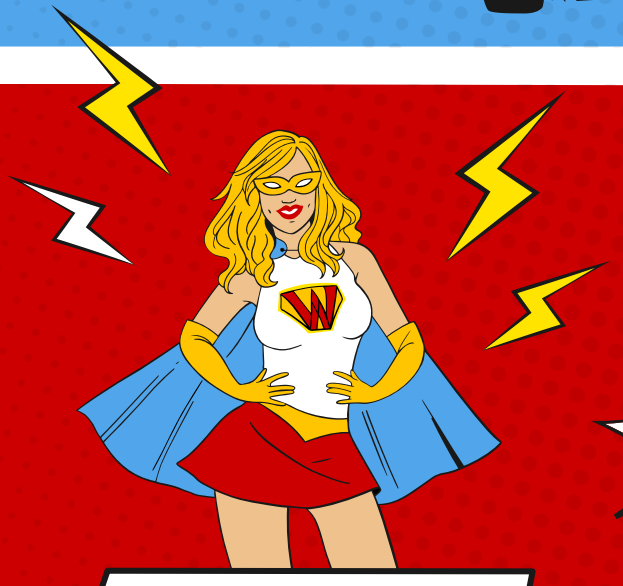
- Schedules
- Guidelines
- Severities
- Escalations
- SLA

Leadership Role



Prevent Burnout

On Call Culture



Do

Communicate
Take Responsibility

VS

Don't

Point Fingers
Be Passive

Embrace the Hero Within!

On Call Journey

- Proactive Vigilance
- Triage and Mitigate
- Investigate and Learn:
- Prevent future incidents

Leadership's Role

- Ensure Clear Guidelines
- Escalation Protocols
- Prevent Burnout

Heroic Culture

- Avoid Blame
- Communicate Effectively
- Embrace Responsibility

Build Your League

- Invest
- Ally
- Share

Redefine the future of on call duty!

THANKS!

Do you have any questions?

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