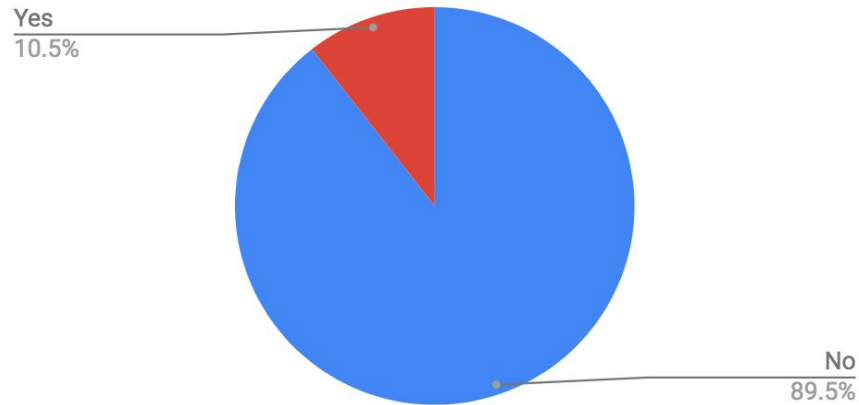


LISA 2018 On-call Survey Results

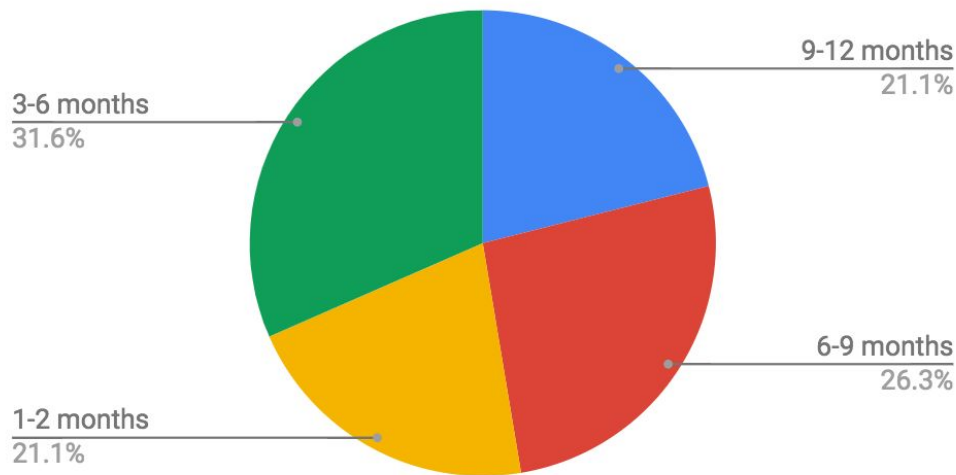
Did you feel ready before going on-call for the first time?



If not, why didn't you feel ready?
Lack of confidence, I didn't know what to do
Depth complexity of system
Intimidated over the breadth of possible issues
Little experience with remediation tools
I felt like I didn't fully understand the systems I was responsible for.
I felt that I didn't have all the information and training that would be necessary
Large system, lots to go wrong
Poor documentation
Not familiar with infrastructure enough
Lack of overall knowledge
I was part of a team that covered multiple OSES but had been siloed into working on only one of them.
I'll be going on call soon. I don't feel ready because of many reasons. I'm a new grad, there's been no training, there is very little documentation, and I don't know how the systems connect.
I was not sure to fix everything
felt undereducated on the systems I was expected to provide support for. Didn't know the history, the common outage scenarios, the interactions between services.
not enough info
Was not sure if I know enough. Did not know if help would be around if I would be stuck in a issue.
Didn't know anything about some of the services that could page me

LISA 2018 On-call Survey Results

How long does it take for an engineer in your team to become part of the on-call rotation?



What's the one thing you would improve about your team's on-call training?

More structure through a guided learning path

Start training earlier

Better documentation

More shadowing before on call

A training session of at least a general overview of all the systems your team is responsible for.

To be thorough and cover all aspects of the systems that are used and how they connect.

Actuqllly have an on call training program

Better doc

Better tools for on call remediation

There wasn't any -- just having training would have helped!

More shadowing

We're lucky that we don't get paged often, but this means shadowing isn't very helpful. I guess we need to work more on game-day exercises? :/

I wish it existed

The way how they fix the issues

About who to engage from other parts of the organization and what areas those people are responsible for handling.

structure

Better standard procedures.

Better runbooks/documentation and better alerts