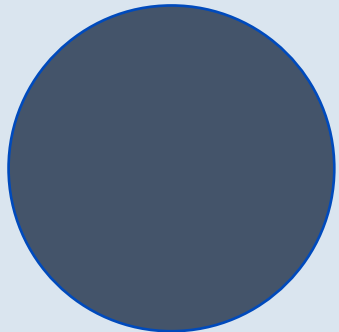# Pager Rotation Duties

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CSD-380 Module 7.2 Assignment

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Agenda

- What is pager rotation duties

- What is an on-call schedule

- Key components of an on-call rotation schedule

- Why do we need create an on-call rotation schedule

- Best practices of the on-call scheduling

What is pager rotation duties

Pager Rotation Duties also called On-Call Rotation Duties. It is a way of sharing responsibilities to ensure production system are monitored and supported 24/7. When issues arise, there is always a qualified engineer ready to step in and resolve them, minimizing downtime and customer impact(PagerDuty, n.d.).
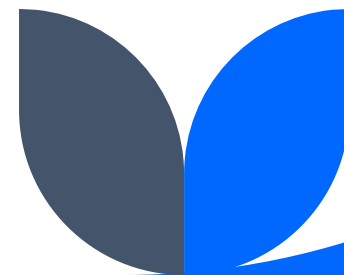
What is an on-call schedule?

According to Pager Duty, an on-call schedule is a predefined calendar that determines which team member is responsible for responding to critical incidents during a given period—day or night, weekday or weekend. This is an effective way to coordinate all the teams together and a reference to find the right person when there is an urgent incidents happen.

The on-call duties determines the teams' members who are on-call rotation. And the members determine the schedule of the on-call rotation.

Key components of an on-call rotation schedule

According to Pager Duty, to create a successful on-call rotation schedule is about put each name in different time slots. It needs to make sure that rotation is equitable, communicate well about each person's duty, expectation, and when to take the rotation, and monitoring alert volumes and adjust schedules if someone is overloaded.

Here are some key components:

- **Rotation cadence:** Decide the frequency of the rotation based on team size and work load.

- **Primary and secondary roles:** Have a backup plan when responder is not available.

- **Time zone converge:** Set up schedule based on teams' time zone.

- **Escalation policies:** Set up a plan about escalation process and reported rout.

- **Time off and overrides:** Take time off and overrides into consideration.

- **Tool integration**: Use Platforms like Pager Duty.

Why do we need create an on-call rotation schedule?

- Customers get response quickly

- A stable production system build trust with customers

- Tools like AI infrastructure provides continuous availability

- Teams are less stressful because of the rotation

- Remain teams' focusing

- Specific roles clear the responsibility and reduce confusion

- It is critical for industries with regulatory oversight

- A great on-call scheduling has better outcomes for customers, business and engineers

Best practices of the on-call scheduling

- **Transparency:** Transparency allows on-call engineers feel safe to communication about mistakes and problems.

- **Consistent, Equal On-Call Rotations:** Distribute workload fairly can increase productivity. Customized the schedule based on team's need can improve satisfaction and balance on-call duties.

- **Analyze KPIS/Metrics:** It is important to review on-call management regularly by using metrics to oversee team performance in handling incidents.

Resources

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Thank you