

Pager Rotation Duties

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Module 7.2 Assignment

The DevOps Cycle

- Developers responsible for planning and building
- Operations responsible for deployment and monitoring
- DevOps refers to the **integration** of the two sides

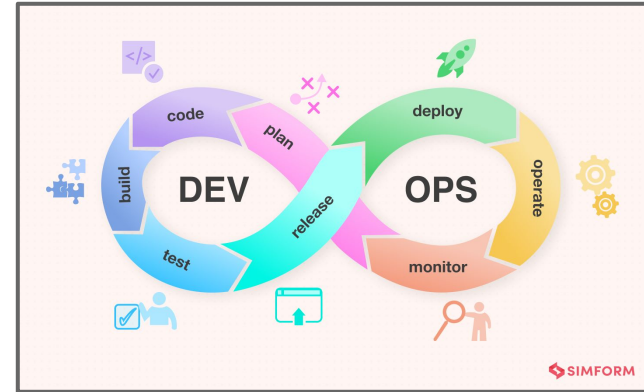


Figure 1. The DevOps Cycle

The Issue

- Even with the best testing, unexpected incidents are bound to happen at some point
 - This includes in *deployment*
- In deployment, operational team members are likely unable to permanently fix the code-related problems
- Bugs may end up being reported to developers, but likely deprioritized over tasks such as new features
- This results in a build-up of operational issues that are never mended

The Solution

- Developers should support Ops in solving these incidents
- Certain developers must be reachable in the “event of downtime” (regardless of the time of day) (Gene et al., 2021)
- There must be a collaborative **Dev + Ops** effort
- There must be **urgency** in fixing the root cause

Developers

Operations

Pager Rotation

- Pager rotation = **On-call** rotation
- There are dedicated developers on a rotating schedule of 'availability'
- They are called in the case of incidents and must "take immediate action to resolve the issue" or escalate it to someone who can (Jain, 2024)
- At least one member is available at any given point 24/7

The Benefits

- Accountability in solving operational defects
- Better customer service
- Increased dedication to uptime
- Increased team communication and collaboration
- Increased abiding to any SLA's

Tools for Pager Rotation

- A scheduling tool
 - Flexible, reliable
 - Ease of use
- A spreadsheet
 - Cost-effective, less reliable
 - Depends on strict guidelines and keeping it up-to-date
- A dedicated pager tool
 - More costly, highly reliable

References

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