

Pager Rotation Duties In DevOps

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Introduction

- Pager rotation duties:
 - Pager duty = monitoring production systems + responding to alerts.
 - Integral to DevOps: Operations + Development collaboration.
 - Goal: ensure system reliability and quick incident response.

Importance of Good Pager Rotations

- Guarantees high availability of services.
- Reduces engineer burnout.
- Fosters shared responsibility within team.
- Builds resilient systems.

Key Best Practices

- Create predictable, fair schedules.
- Set clear escalation processes.
- Evenly rotate on-call duties among engineers.
- Document runbooks for common issues.

Reduce Toil and Improve Systems

- Automate frequent manual tasks.
- Improve monitoring and alerting to reduce false positives.
- Conduct blameless postmortems after incidents.
- Continuously improve system reliability.

Minimize Burnout

- Limit overnight / weekend on-call shifts.
- Provide recovery time (comp time or lighter shifts).
- Foster psychological safety during incidents.
- Rotate leadership roles for major incidents.

Tools That Help

- PagerDuty, Opsgenie, VictorOps.
- Features: Alerting, escalation policies, scheduling.
- Metrics tracking: Time to acknowledge and resolve alerts.
- Helps monitor team workload and stress levels.

Case Study Examples

- Netflix: Chaos engineering to prevent massive failures.
- Google: Invests heavily in Site Reliability Engineering (SRE) practices.
- Outcome: More resilient and self-healing systems.

Key Takeaways

- Good pager rotations = happy engineers + reliable systems.
- Focus on fairness, automation, and mental health.
- Continuous improvement is key.

Thank You

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