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# **PAGER ROTATION**

# **MODULE 7**

09/22/2024

CSD 380

# About Rotations

## What it is

As issues with software do not occur only between the working hours of 9am-5pm local time most organizations need a way for staff to address issues in the non-typical hours. Pager Rotations are a form of scheduling where, in the case of DevOps, the development and operational teams are on-call for responding to system issues. An on-call rotation will have staff ready for responding to issues as needed, but might not necessarily have them in-office so to speak actively working.

We will explore more details and best practices moving forward.



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# Overview

There are various approaches and best practices an organization can consider when deciding to implement such as:

- Collaboration
- Scheduling
- Alerting Process
- Triaging



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## Collaboration

Collaboration is important for a pager rotation. Neither just the development team or the operations team should be solely responsible for the rotations. By diversifying across relevant departments, business goals become clearer for all staff, issues are reported and shared faster across teams, and resolutions can be achieved quicker.

Various Departments can be utilized here depending on the nature of the organization: customer service, DevOps teams, and further escalation teams as necessary.



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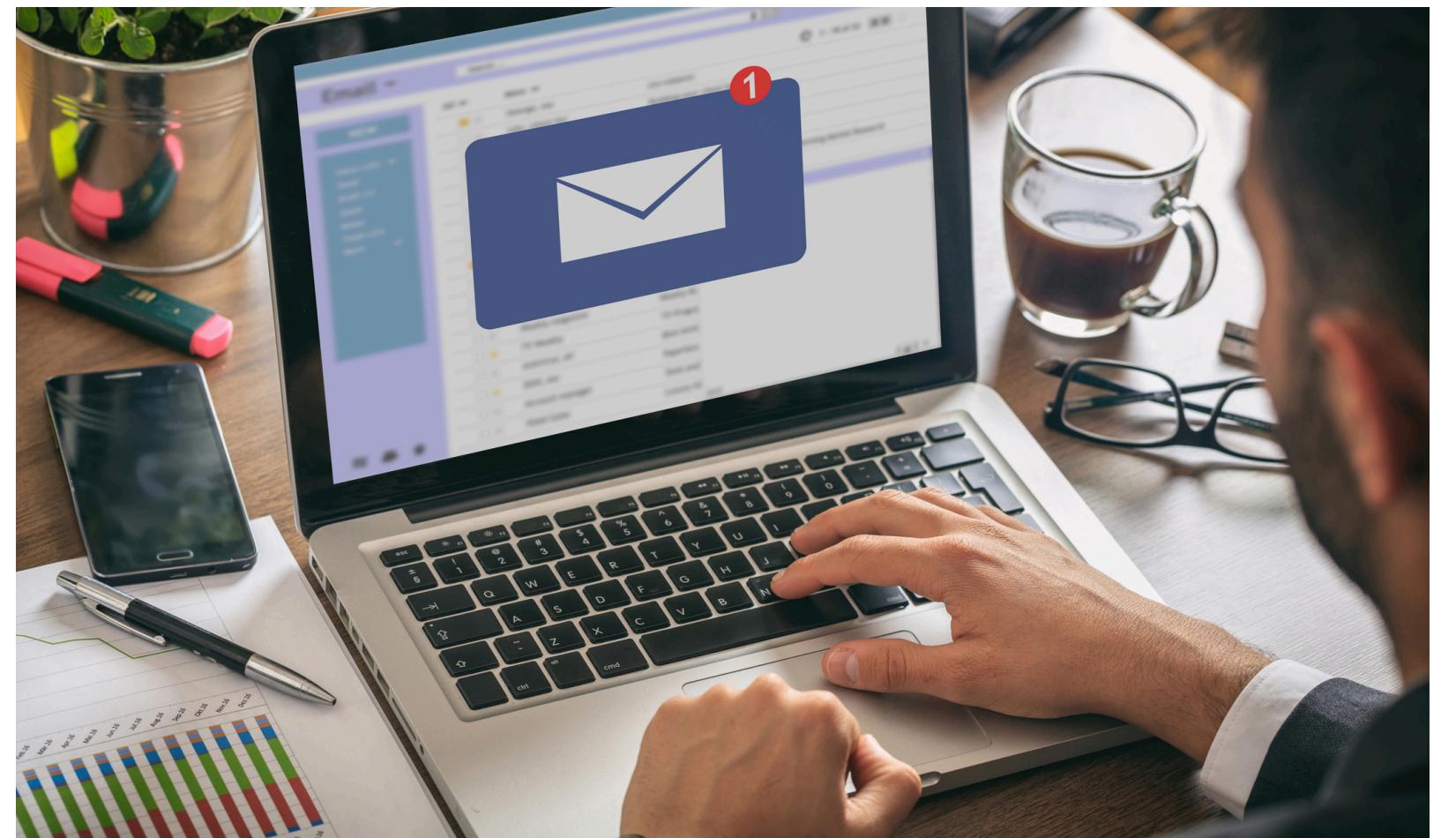
## Scheduling

The various staff having a rotating schedule of who is on-call or on pager rotation. By rotating the staff on-call, it spreads the responsibilities across the teams. It is important to define the time each team and staff member is available for, the responsibilities during the on-call shift, and paths for escalations. Ensure that rotations are shared equally amongst staff, especially on weeknights, weekends, and holidays.



# Alerting

Ensure appropriate alerting systems for issues are in place. The system should be able to route alerts to the appropriate teams as needed, such as the front end or back end teams, depending on the reported issues.



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# Triaging

At 2:00 AM it can be difficult for the limited crew to fix and address all issues that may be reported. At the time there should be operating procedures that allow teams to determine which issues to address and which to escalate for a full team to address and mitigate.



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## Pager Rotations

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Collaboration, Scheduling, Alerting, and Triaging are all necessary parts for the on call or pager rotation process.

By ensuring that every team is cooperating, they are aware of the business rules, goals of the organization.

Additionally, by rotating, the on-call rotation staff are less liable to suffer burnout and more able to spread the load.

The alerting process will have the ability to help flag the importance of upcoming issues, and operating procedures will allow organizations to determine which issues to tackle immediately or be able to wait until the regular team is ready and available. Some organizations may have other best practices, depending on the application and the organization structure.



# WORKS CITED



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