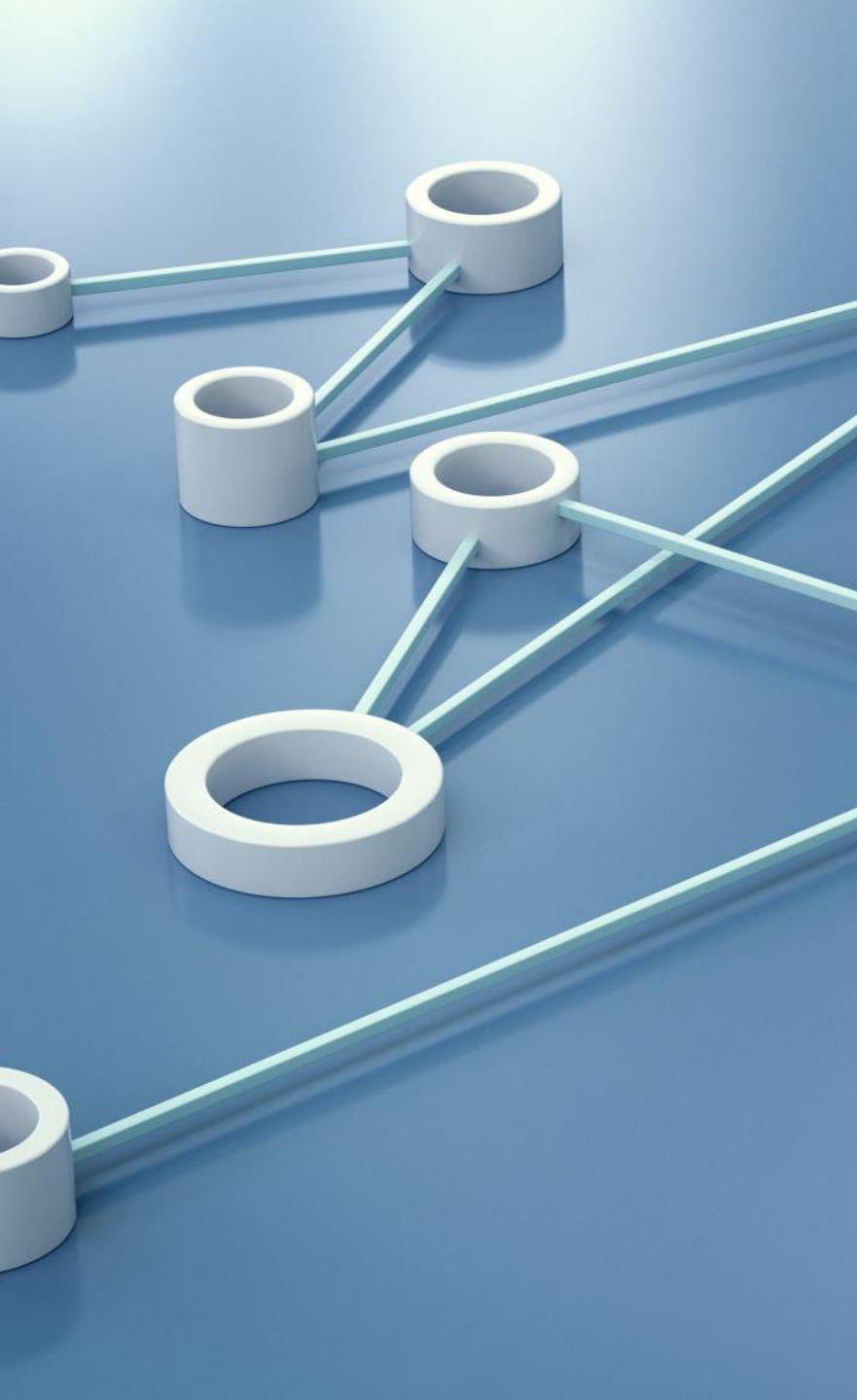# PAGER ROTATION DUTIES

7.2

CSD380

Jessica Hall

# INTRO TO PAGER ROTATION IN DEV OPS

- System dependability is maintained by on-call rotations, which guarantee team members are available at all times to handle incidents.

- This is done to minimize idle time, guarantee service quality, and respond quickly to system problems.

# ON-CALL SCHEDULES

**Automate Scheduling:** Reduce human error by using tools to automate on-call schedules.

**Define Rotations:** Establish rotations that allow team members to share the task equally.

**Plan for Overrides:** Allow for simple schedule modifications in case of emergencies.

# ESTABLISH RELIABLE ESCALATION PROCEDURES

- Establish clear escalation procedures to guarantee that problems are resolved quickly.

- To avoid delays, set deadlines for every escalation level.

- Evaluate and adjust escalation rules frequently in response to past events.
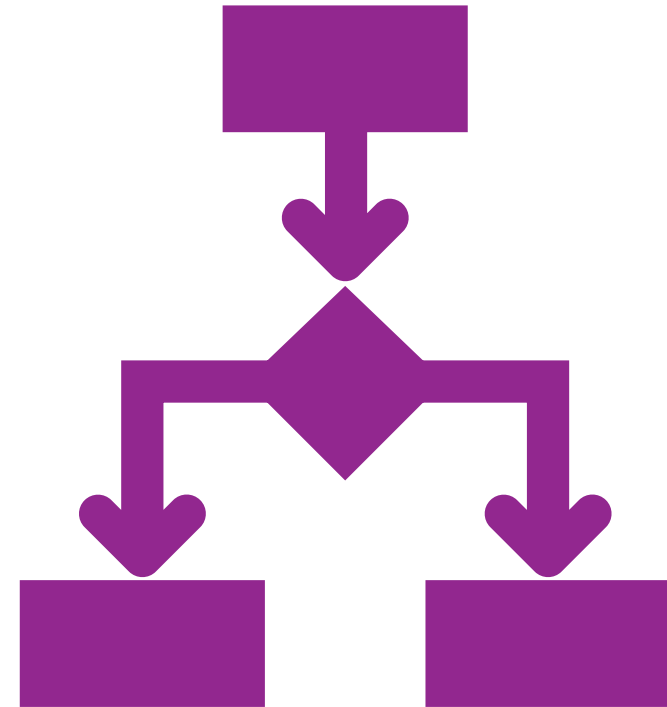
# USE THE CORRECT ON-CALL MANAGEMENT RESOURCES

- Choose tools with integration features, real-time notifications, and automated scheduling.

- The industry widely uses PagerDuty, Opsgenie, and VictorOps.

- Make sure the tool works well with the systems you already have in place.

# CREATE A SUPPORTIVE ON-CALL CULTURE.

- Promote a blameless culture that emphasizes growth and learning.

- Give team members the skills and knowledge they need to manage situations well.

- Acknowledge and compensate for the extra work that comes with being on call.

# TRACK AND OPTIMIZE PAGER LOAD

- Examine alert patterns frequently in order to spot and get rid of false positives.

- To lessen alert fatigue, make sure that notifications are only triggered by essential occurrences.

- Use feedback loops to improve alerting methods and response strategies.

# CONCLUSION

In order to avoid burnout and alert fatigue, a well-planned pager rotation should find a balance between responsiveness and sustainability. Organizations can establish a system that is both effective and humane by putting best practices into operation, like automated escalation procedures, clear on-call schedules, and appropriate alert tuning.

Sources: https://www.site24x7.com/blog/12-alert-management-best-practices-for-devops
https://sre.google/workbook/on-call/