PAGER ROTATION DUTIES

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WHAT IS PAGER ROTATION DUTIES?

- A system where people from a team take turns being "on-call" to respond to urgent alerts or issues outside of regular working hours.

- Assigning pager rotation duties can assure that here is 24/7 availability for a company's services

- It is essential that companies follow best practices and create a steady rotation schedule to balance employee work life and ensure that someone is readily available should any problems arise.

BEST PRACTICES:

Equality and Balance

- Ensure that employees on-call schedule is balanced and avoids potential burnout.

- The goal is to place people on-call frequently enough to have the knowledge and experience on how things run, but not too frequently where they become overwhelmed.

- Management should consider and gain feedback:
    - Skills
    - Availability
    - Seniority

BEST PRACTICES (CONT) :

Communication and Transparency

- Ensure that employees have the proper support if they run into issues that they are unable to fix.

- Establish strong communication and trust methods to ensure that every issue can be resolved.

- Create clear protocols and steps for escalation issues. The on-call person should be comfortable to reach out to others, should they not know how to fix a problem.

BEST PRACTICES (CONT) :

Training

- Shadow Shifts: Pair newer team members with someone who is more experienced. Ensure that they are comfortable with protocols and systems before leaving them to handle things independently.

- Utilizing shadow shifts can provide training and create stronger relationships between team members.

- Ensure that less experienced members are not expected to handle issues that they are not yet comfortable with.

BEST PRACTICES (CONT) :

Rotation Types:

- Find a rotation type that works best for the team.

- Consider different locations and time zones.

- Examples of Rotation Types:
  - Bi-Weekly: On-call is rotated between team members every other week
  - Week and Weekends: A set of team members handles the on-call during the week, while another set handles the on-call during the weekend.
  - Follow-the-sun: This type of rotation is used for remote teams that work together from different geographical locations. It bases the on-call schedules on these locations.

COLLABORATION SOFTWARE

- A good option to help create a stronger team communication and collaboration is to implement collaboration tools and software.

- These tools can help teams to contact each other or add other members to important alerts:
    - Slack:
        - Real time communication
        - Scalablity
        - Integration (with GitHub, Jira, Trello
        - File sharing
    - Microsoft Teams:
        - Allows teams to communicate in real time
        - Video conferencing and calls
        - File and task sharing
        - Data Encryption

RESOURCES

Incident.io. (2024, February 26). *Best practices for creating a reliable on-call rotation*. incident.io - Incident management that brings calm to chaos. https://incident.io/hubs/on-call/on-call-rotation-best-practices

GeeksforGeeks. (2025, January 21). *8 best collaboration tools for software development*. https://www.geeksforgeeks.org/best-collaboration-tools-for-software-development/