

ADDO[®]

ALL DAY DEVOPS

OCTOBER 28, 2021

Shaun Mouton

Humane On-Call Strategies



Let's Get This Out Of The Way

I currently work for Mastercard, but nothing in this talk was derived from my experiences there – it was conceived of, sketched out, and submitted to ADDO prior to joining (June 2021).

My experiences when working an on-call rotation there have been reasonable, which is nice.

Let's Get This Out Of The Way

In addition, none of what I say is intended as criticism towards former coworkers.

Everyone's always making tradeoffs to do the best they can with the resources available to them at the time.

Let's Talk About People

Let's Talk About People

People Matter.

Don't Assume, Learn.

Let's Talk About People

People Matter.

Don't Assume You Know.

**Complexity Has to be Managed Somewhere,
People Are Complex.**



Let's Talk About People

Let's Talk About Who To Include

Let's Talk About What To Do

I CARE ABOUT THIS ALOT



<http://hyperboleandahalf.blogspot.com/2010/04/alot-is-better-than-you-at-everything.html>

The Alot is © Allie Brosh

Let's Talk About What (not) To Do

Antipatterns in On-Call Rotations

- 24/7/365 for all your apps
- 24/7/365 for all your customer-facing apps
- 24/7 for any one person
- 24 for any one person?

Let's Talk About What (not) To Do

Why This Is So Important



Image credit: One Life to Live, ABC (1979?)

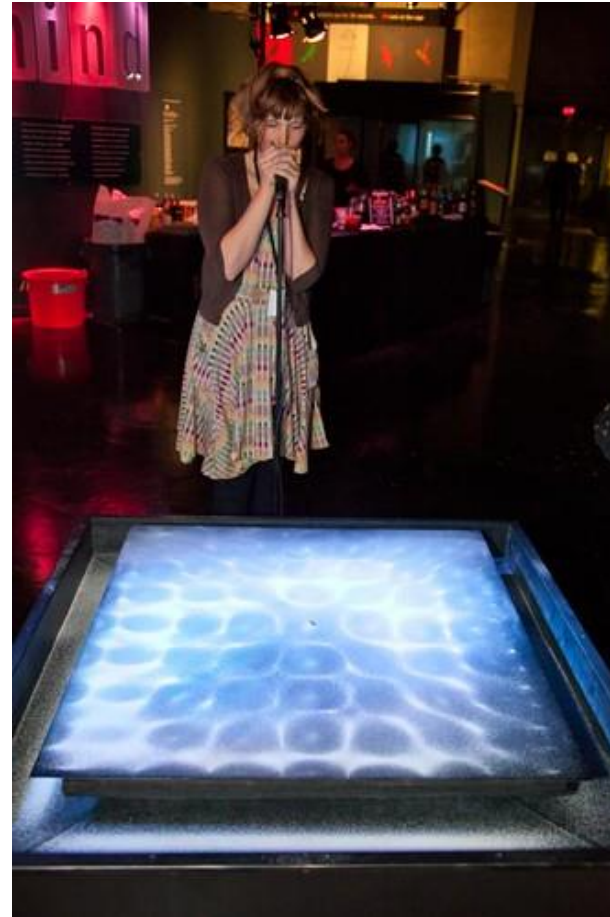
Let's Talk About What To Do

Patterns in On-Call Rotations

- Retrospective Practice
- Participation from ProdEng
- Regular Metrics Review
- Feedback Cycle into Rotation Design
- Attention from CxOs?

Let's Talk About What To Do

Patterns in On-Call Rotations



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Let's Talk About Convincing Your Peers

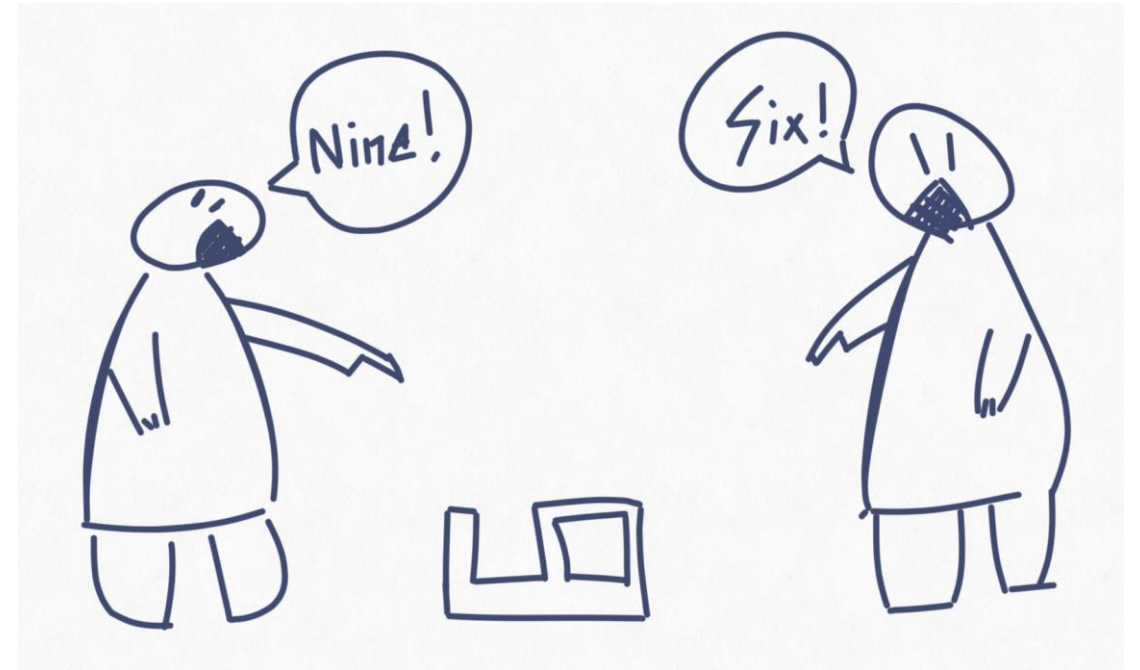
Let's Talk About Convincing Your Peers

- Build Cases tailored for your Audience
- Show Data that Matters to Them

Let's Talk About Engaging Outside Silos

Let's Talk About Engaging Outside Silos

- The Elephants and the Cave



I drew this picture since I couldn't find the source of its inspiration
search "perspective 6" on google to find that

Let's Talk About Engaging Outside Silos



"Silos de Trigueros" by Jesus Belzunce is licensed with CC BY-NC 2.0.

Let's Talk About Moving On

Let's Talk About Moving On

- Rule of Two Feet
- Repetitive Stress Requires Recovery
- It's Not Me, It's You

Let's Talk About Moving On

- Budgets again?



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Let's Talk About The End

Let's Talk About The End

“The system will survive until morale improves”

-Travis Campbell

Let's Talk About The End

References for things I thought about when writing this talk can be found at:

github.com/moutons/hocs

Please let me know if I missed anything relevant or important by filing an issue or PR there, hopefully updated information will come in handy to someone later!

Let's Talk About The End

Thanks! You can find me at:

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@sdmouton on ADDO Slack

Be Kind to Yourselfs and Each Other