



Your* Friend, PagerDuty

(My** titles haven't gotten any better)

* Incoming CMS Team

** Nathan Douglas

Challenges

- Engineers are difficult, needy creatures
 - Need sleep
 - Occasionally take vacation
 - Occasionally get ill
 - Want to make progress instead of fight fires
 - Live in inconvenient places
 - Roughly half don't want to learn Drupal
 - Roughly half don't want to learn DevOps

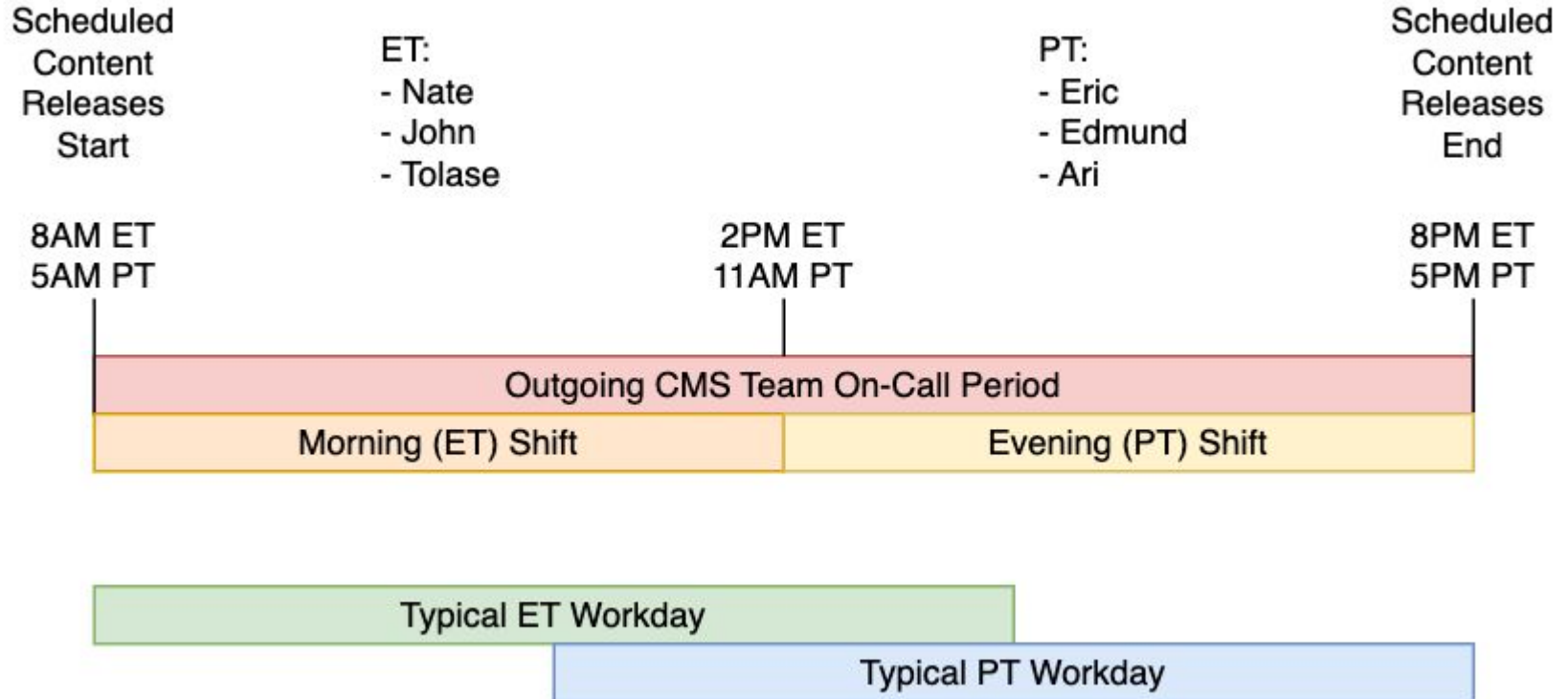
Assumptions

- Incident coverage only during Content Release and ET-PT work hours (8AM-8PM ET or 5AM-5PM PT) Monday through Friday
- Engineering team split roughly evenly between east and west coasts
- Drupal engineers are at least *a little* DevOps-y
- Everyone's onboarded into PagerDuty, AWS, Drupal, GitHub, Slack, CAG/GFE/whatever
- Incidents requiring response are things like "CMS not available" or "content release not working" that are core to the team's mission
- Problems usually fixed by re-deploying CMS or tweaking Auto-Scaling Group

Fun Facts About the Outgoing Team

- Nate: self-proclaimed DevOps Engineer, 8+ years of experience with Drupal despite his best efforts, lives in Ohio
- Eric: actual DevOps Engineer, avoids Drupal, lives in California
- Edmund: actual Drupal Engineer, capable with DevOps, lives in Washington
- John: unknown, he's smarter than me and I think he hates me, lives unnervingly close
- Tolase: actual DevOps Engineer, avoids Drupal, lived... in Texas, I think?
- Ari: actual DevOps Engineer, avoids Drupal, lived in a house probably.

Outgoing Team PagerDuty Rotation



The Harsh Reality

- Conditions that would trigger PagerDuty overwhelmingly occurred during 8AM-8PM because content release
- Only once in my memory was the CMS server in a bad state outside 8AM-8PM, triggered by network issues elsewhere
- Very few things trigger PagerDuty at present
- Some monitors in Datadog alert very quickly because they're not tied to PagerDuty, so be sure to review thresholds for sanity before linking to PagerDuty or you'll get a wakeup call at 3AM for a three-second networking blip.

Conclusions

- Strategy is heavily team- and contract-dependent
- Everything's fine when everyone's asleep
- Expect continual tweaking

