

# Pager Rotation Duties in DevOps

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- Module 7.2 – Pager Rotation Duties
- CSD 380 – DevOps

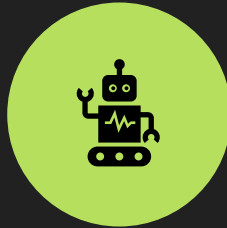
# What Are Pager Rotation Duties?

- In DevOps, pager duty means sharing the responsibility for monitoring and responding to production issues: day or night.
- Traditionally handled by Ops, but now shared with Devs, Architects, and Managers.
- Ensures faster resolution, real time feedback, and fewer recurring outages.
- Builds empathy and awareness across the entire team.

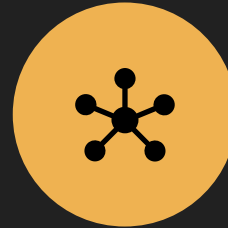
# Why It Matters



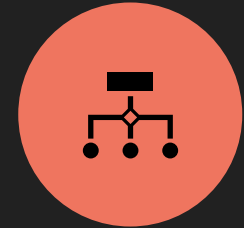
PREVENTS BURNOUT FOR  
OPS BY DISTRIBUTING  
SUPPORT WORK.



HOLDS DEVELOPERS  
ACCOUNTABLE FOR THE  
PRODUCTION READINESS  
OF THEIR CODE.



HIGHLIGHTS THE  
IMPORTANCE OF SHARED  
OWNERSHIP IN THE VALUE  
STREAM.



AS NOTED IN THE DEVOPS  
HANDBOOK, TEAMS THAT  
SHARE PAGER DUTIES SEE  
FASTER DEFECT  
RESOLUTION.

# The Evolution of On- Call Culture

Legacy model:  
Dedicated Ops  
teams on-call  
24/7.

Modern model:  
All engineers  
involved in  
shipping  
production  
code  
participate.

Promotes a 'you  
build it, you run  
it' mindset.

Directly supports  
faster incident  
learning loops  
and better  
system design.

# Best Practices for Pager Rotation

- Use fair scheduling tools for rotation (e.g., weekly, no repeats).
- Automate escalations and alerts using services like PagerDuty, Opsgenie.
- Document playbooks for common incidents.
- Build alerting around actionable, meaningful events.

# Tooling and Alert Strategy

- Choose tools that integrate well with your stack (e.g., Alertmanager, Prometheus).
- Silence noisy alerts; only escalate when human attention is truly needed.
- Regularly audit and tune alerts to reduce false positives.
- Balance automation with human judgment.
  - "Alert noise leads to alert fatigue, which causes real alerts to be missed." – AlertOps

# Preventing Burnout



**Ensure no one is on-call too frequently.**



**Provide time-off or comp days after intense shifts.**



**Track alert frequency to avoid 'pager fatigue.'**



**Rotate responsibilities and cross-train engineers.**

"Healthy on-call is essential for long-term team sustainability." – Google SRE Workbook

# Building a Culture of Shared Responsibility



Everyone is responsible for uptime, not just Ops.



Developers build better systems when they feel the pain of failures.



Pager rotation fosters collaboration, empathy, and quality.



"A feature isn't done until it's running reliably in production."



# Summary

- Pager rotation isn't just Ops' job anymore—it's everyone's responsibility.
- Tools, scheduling, and feedback loops help teams stay resilient.
- Preventing burnout is just as important as responding to incidents.
- Shared ownership leads to better systems and happier teams.



## Sources:

- Kim, Gene, et al. The DevOps Handbook, 2nd Ed., IT Revolution Press, 2021.
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