



WHO IS ON CALL FOR YOU?

Matt Gordon

Thank
You!
Sponsors

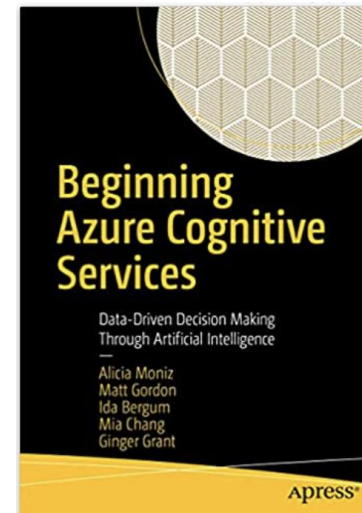
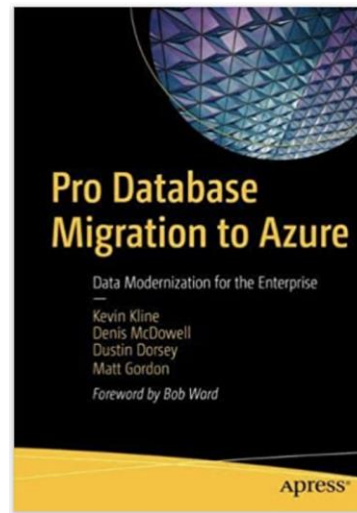




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POLL

What is your role now?

- On-call/operations?
- On-call/ops adjacent?
- Something else





AGENDA

Practical Advice

Let's Share Stories

Personal Advice

Let's Share Stories

TECH WORKER BURNOUT IS REAL

According to [Yerbo](#):

- 43% feel disengaged from their work
- 51% feel they are achieving less than they should
- 56% of men/69% of women cannot relax once work is over



PRACTICAL TIPS



HOW CAN WE CONTROL THE INFORMATION WE RECEIVE?

MONITORING

- Tools
- Organized reporting
- Proactive alerts

MANAGEMENT

- Processes
- Procedures
- Practice
- Documentation

ORGANIZATION

- Inter-team responsibilities
- Intra-team responsibilities
- Escalation points



HOW CAN WE CONTROL HOW WE REACT TO THAT INFORMATION?

PROACTIVITY

- Documented processes
- Practice makes perfect
- Team cross-training

PATIENCE

- Breathe deeply
- Stand up
- Move around

FOCUS

- Is it my team's issue?
- Should other teams be engaged?
- Has anything recently changed in the environment?



PERSONAL TIPS



**“IF WE <MESS> UP,
NOBODY DIES”**

- Anonymous to protect the innocent 😊



STEP BACK AND GAIN SOME PERSPECTIVE

FAILURE CAN BE DEPRESSING

- Not caring doesn't mean you want to do a bad job
- Those “failures” can carry a weight of their own
- Make sure your standards are reasonable

PRESSURE CAN MAKE DIAMONDS – OR EXPLODE

- SLA pressures are a real thing
- Perspective on what's at stake can bring calm
- Focus on problem solving in the moment



YOU ARE NOT HIGHLY AVAILABLE

TEAM CARE

- Provide recovery time around off-hours/on-call work
- Perspective on what matters with people's time
- Persistent overtime most likely a failure of management, not people

SELF-CARE

- Take breaks
- Go outside and see the sun
- Eat!



YOU ARE VALUABLE

PHYSICAL HEALTH

- Make sure you're moving
- Make sure you're eating
- Make sure you're sleeping

MENTAL HEALTH

- Journal/Daylio
- Connect with community
- Express yourself/talk to somebody

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Thanks For Attending!



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https://github.com/sqlatspeed/2023_presentations

