WHO IS ON CALL FOR YOU?

Matt Gordon
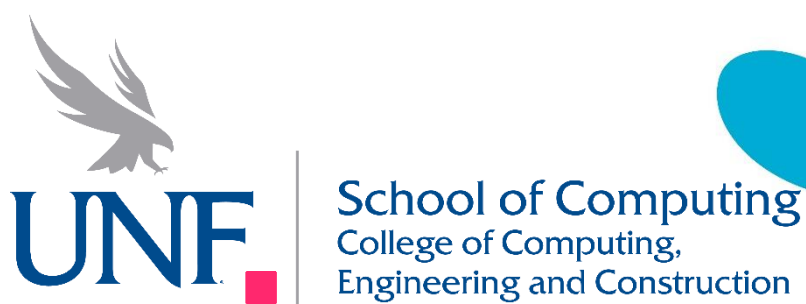
SQLSATURDAY
#1068 - Jacksonville, FL - May 4th, 2024

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SQL SERVER USERS GROUP

Thank you to ALL of our sponsors! - Be sure to stop by all tables!

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O'REILLY

Monthly Meetings

3rd Wednesday of each month

jssug.org

SQL CLINIC

Get your SQL Questions answered here by our SQL Experts

(Across from Registration)

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501 LEGION CHARITABLE DONATION & LEGO DRIVE

Thank the 501 Legion for Supporting Our Event!

JSSUG Will Match Donations up to $1000

Donation Bucket on Registration Table

LEGO donation on V for Victory Table

Costume Contest Rules

1. Take a picture with the SQL Saturday Backdrop during the event

2. Post the picture to Twitter/X and include the hashtag #SQLSatJax24CC

3. The tweet using the hashtag that has the most "likes" wins a prize!

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Session Evaluations

Your feedback is important to us!

Please fill out and hand to speaker after the session!

SQLSATURDAY

Event Evaluation

Fill out event evaluation card in your bag and visit all sponsors to be entered to win an Xbox Series X – (Must be present to win)
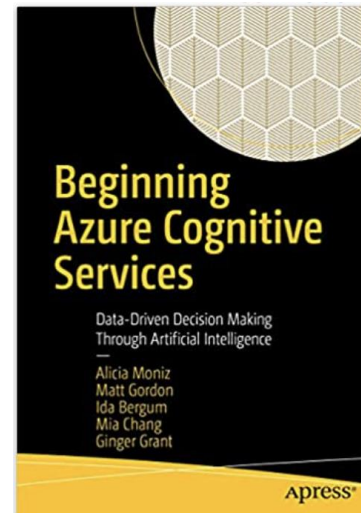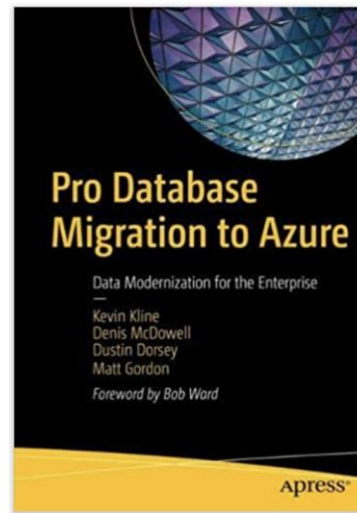
SQLSATURDAY

((CENTRIC))

Matt Gordon
Senior Architect
matt@sqlatspeed.com

 : @sqlatspeed

www.sqlatspeed.com

Evaluations Link (Win a prize!)

https://sqlb.it/?12633

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

Thank You! Sponsors

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redgate

Thanks For Attending!

Matt Gordon

Senior Architect

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