



Pager Rotation Duties

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Module 7 Assignment

Pager Rotation Duties

Developers are on call if needed for any reason

Developers used for on call duties are usually SRE (Site Reliability Engineers)


Called pager rotation duties for back in the day when people used pagers when on call



Best practices of on-call management

- Set up on-call schedule
- Set up teams
- Handoff
- Weekly meetings
- Training and documentation



A person with long dark hair, wearing a grey sleeveless top, is sitting at a wooden desk. They are holding a white pen and writing in a small, open notebook with yellow pages. To the left of the notebook is a laptop. The background is blurred, showing a light-colored wall and a plant.

Set up on-call schedule

- It is important to remember that when setting up a schedule for SREs that they might live in different time zones
- When setting up schedule for different time zones it is best practice to remember the "Follow the Sun" rule
- This is when SREs are placed on-call for the time zone they live in

A group of football players in red jerseys are celebrating on the field. One player in the foreground has the number 42 on his back. Another player has the number 21. They are all smiling and raising their arms. The background is a blurred crowd of spectators in a stadium.

Set up teams

- Define different teams for different services
- Person having a specific service that they are on-call for will feel more comfortable helping with that issue
- Easier to route issue to an SRE if they know who it should go to
- Make a list of the teams and what they help with

Handoff

- When handing off duties to the next person make sure to let that person know what happened during shift.
- Take clear notes if there was a big issue with system
- Take notes if nothing happened

Weekly Meetings

- It is important to have weekly meetings to understand what each SRE is doing for each shift
- Make sure that everybody understands issues that are arising
- Helps teams to feel more connected



Training and Documentation

- Train new hires
- Keep documents about all the different teams
- Keep documents about what is being done in the different teams
- Keep documents about how to do the job of an SRE so that somebody can step in if necessary



Benefits of having Pager Rotation Duties

- Quicker response to an issue
- Customers are happier
- Less complaints
- Working as team is clearer on what one person's duties are

Sources:

Squadcast

On-Call Rotation : Tutorial & Best Practices

January 12, 2023

[On-Call Rotations and Schedules: Tutorial & Best Practices](#)

PagerDuty

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Picture from page2

[Pager-in-hand.jpg \(1200×803\)](#)