

Pager Rotation Duties

Margaret Shimerdla
CSD380-DevOps
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







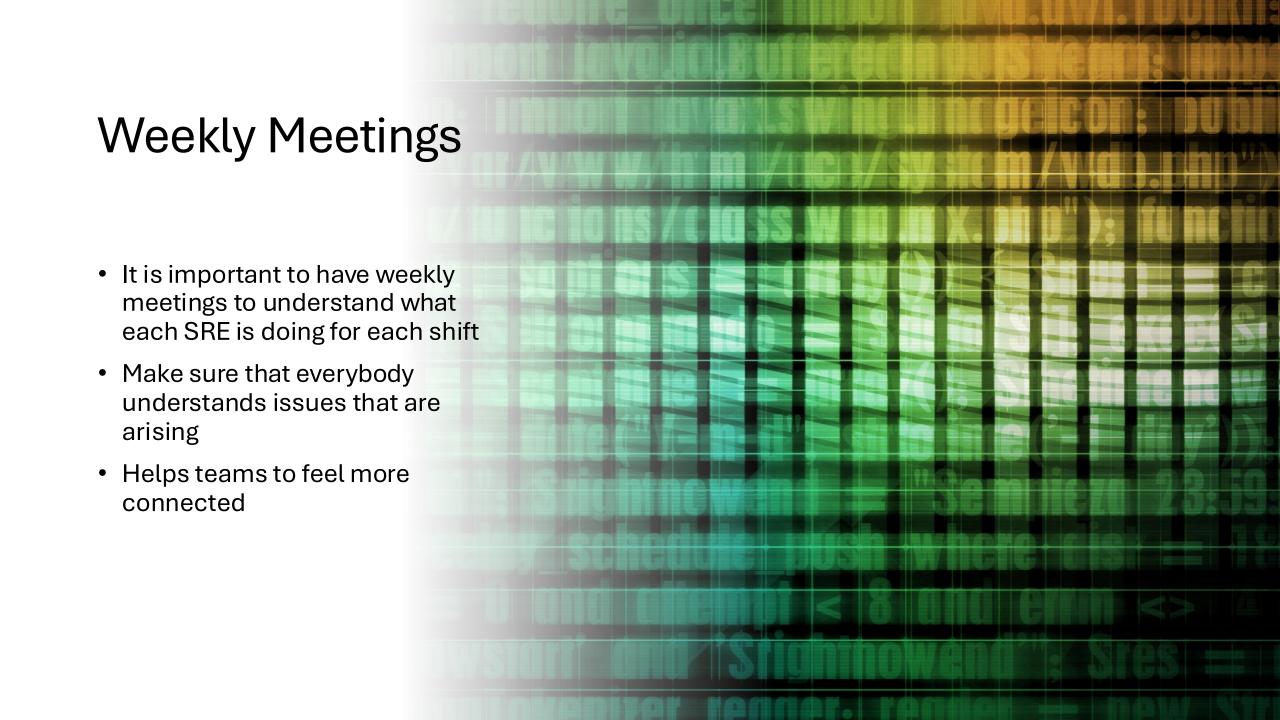
Handoff

- 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

0

0

0 0







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

On-Call Rotations and Schedules

On-Call Rotations and Schedules | Articles | Pager Duty

Picture from page2

Pager-in-hand.jpg (1200×803)