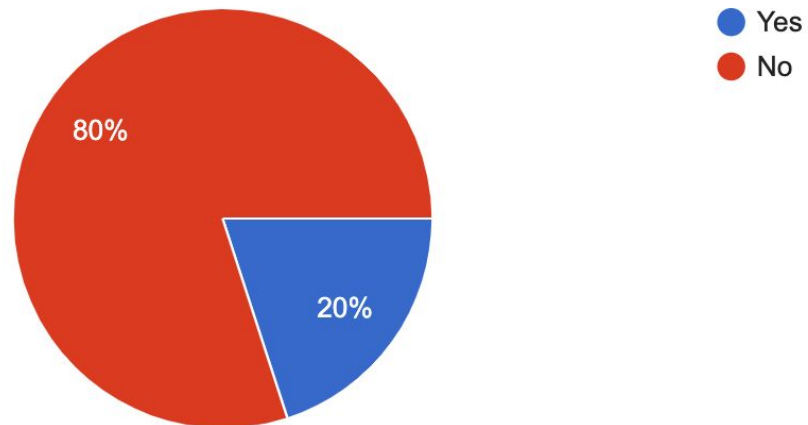


# Did you feel ready before going on-call for the first time?

25 responses



## If not, why didn't you feel ready?

Lack of information

It was quite literally my first week on the job and my first week in IT.

Poor documentation /diagrams

Lack of information related to the issue

how does anything work

frustrated

Lack of documentation/playbooks

No practice, lack of teal experience

Familiarity in services were poor

Too overwhelming

Lack of technical knowledge

We owned a lot of things that I didn't work with day-to-day and didn't have any formal training to learn everything

I felt overwhelmed

I was new to being an SRE and we had so many different systems and had hardly learned any of them. It was a rush to put me oncall to start with becuae they were desparate to just fill oncall with heads.

I have no on-boarding and had not mach ops experience before.

Felt like I needed more legacy system knowledge

too little domain knowledge

I didn't know how to use the tools for investigating

Felt i had not enough experience

i never do

## What do you wish you knew before going on-call?

What the expected problems would be

Point of reference for severity of alerts.

Everything

How many undocumented legacy services there were

There would be no information related to the application other than just some logs

it isn't really important to know how anything works

the will be no calls

Some wider platform knowledge

too much to say

Where the monitoring is, where the logs are, where to escalate and whats the procedure to follow when there is an issue. What will the RCA require.

The amount of travel involved

I wish I could have at least done the mitigation steps of common issues

how to escalate if I didn't know what to do

Well I wish i had received better training on our systems before I had went on call. I also wish i had known that it is ok to not know and to take your time to figure it out. Don't panic. There is only so much you can do at 3 am lol

I wish to have experience for most on-call actions, but just knowledge.

More about the rarely interacted with systems

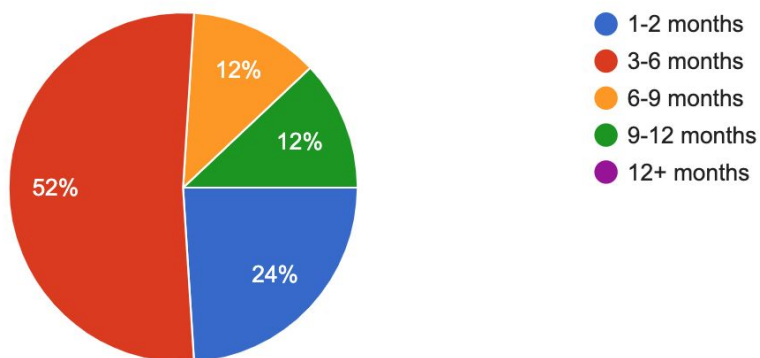
Prioritise customer experience over rapid fix

Everything?

Who to involve. What would go wrong

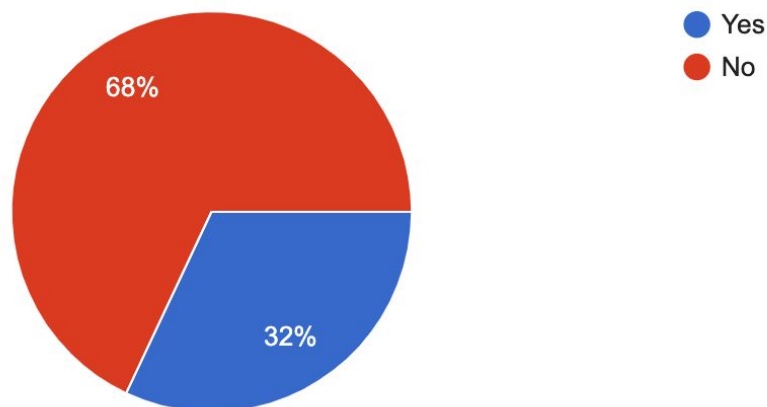
## How long does it take for an engineer in your team to become part of the on-call rotation?

25 responses



## Do you have an on-call training process?

25 responses



## What's the one good thing about your team's on-call training?

We do shadowing, so a senior person is on call with the junior

We're trying to improve it.

There is none, but escalation support is available.

Shared responsibility

we do not have trainings yet

Reassuring

Good wiki with common incidents. Clear process of problem solving  
reasonable checklist of things to look at  
On Call engineers feel confident they can handle any issues  
NA  
it exists :)  
We do shadowing as best we can but we are a small start up.  
You can take help from backup on-call, that should be more experienced.  
Very well willing team to help  
Documentation / role playing scenarios  
Support from colleagues  
shadowing

## What's the one thing you would improve about your team's on-call training?

Structure and repeatability.  
documentation, squashing noisy useless alerts, larger rotation and on and on  
Points of contact  
Put some in place  
Moar docs! (and fresher docs)  
Create one  
we have to have some framework for it  
Training - but where do you start when time is limited?  
Post training follow up  
Something to reduce stress of first night shift  
Documentation.  
hands on exercises (we do have that now)  
Not sure  
We should have a training program  
more on-hands experience  
More structured training in general.  
Have it.  
More structured  
longer buddying / shadowing  
Game days  
where to look for standard procedures