



Pager Rotation Duties

Zachariah King – Assignment 7.2 - 9/21/25

CSD 380

These duties...

- Guarantee 24/7 system reliability and uptime
- Emphasize "You build it, you run it."
- Decrease incident response and recovery times
- Greatly impact customer satisfaction and staff satisfaction

(PagerDuty, 2025)

A close-up photograph of a person's hand and arm, wearing a white button-down shirt. The hand is pointing the index finger towards the right side of the frame. The background is blurred.

Why They Matter

One must remember the significance of ownership and incident response mechanisms as a conversational loop that churns out better software.



What They Are

Pager Rotation Duties are the safety net of systems.

- A shared schedule where certified team members take "on-call" shifts
- The "on-call" professional is responsible for fixing errors that arise during their shift.
- These errors show up as alerts which could mean outages, performance issues, or service deterioration.
- The rapidity of incident response times is critical.

PagerDuty 2025

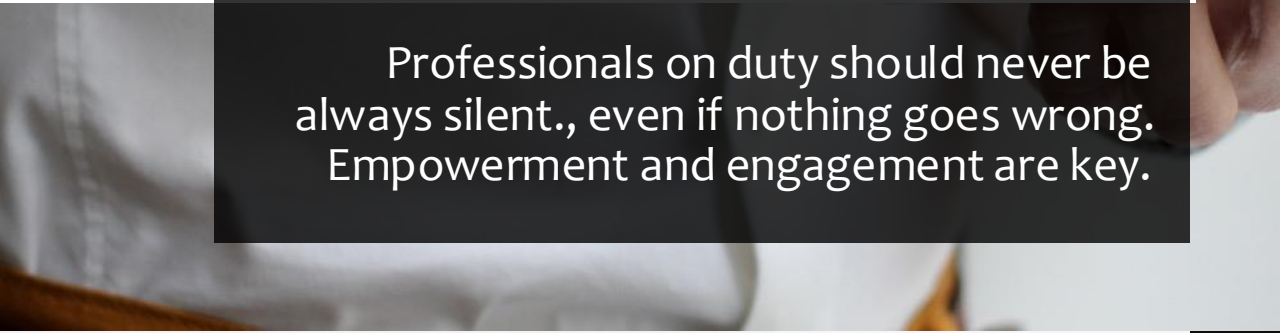
Healthy Rotations Mean...

- Fair, transparent shift distribution
- Clearly explained roles
- Appropriate recovery times post-shift
- Cross-trained team members
- A regularly reviewed schedule that's adjusted accordingly

(PagerDuty, 2025)




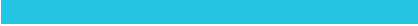
How To Do It (Right)



Professionals on duty should never be always silent., even if nothing goes wrong. Empowerment and engagement are key.

How To Do It (Right) Cont.

Tip: Usually, teams of 3 to 7 is an ideal size. Anything more leads to diminished accountability and anything less leads to burnout.



- Weekly rotations are typical.
- Eliminate extended or back-to-back shifts.
- If possible, use time zone diversity to try to match coverage with professionals during their day.
- Make sure you have the right number of team members for the workload.
- Think ahead for requested time-off and stabilizing backups.

(FireHydrant Team, 2024)

How To Do It (Right) Cont.

How to Manage/Analyze Pager Load and Alert Noises since alert fatigue can cause slower responses and decrease reliability.





- Do not use noisy or redundant alerts.
- Make sure alerts are actionable meaning they give the responder something to do.
- Ensure thresholds align with SLOs
- Monitor alert volume for each professional and shift.
- Alert reviews must be done regularly and followed by proper cleanup.

(FireHydrant Team, 2024)

How To Do It (Right) Cont.

How to simplify the overall process, but make sure that alerts contain a lot of context so professionals have no room to mess up.




- Tools like PagerDuty, Opsgenie, and VictorOps are available.
- One should automate alert routing and escalations.
- Runbooks should be current.
- Shift handoff procedures should be standardized.
- Integrate alert context such as logs, metrics, and simplified dashboards.

(FireHydrant Team, 2024)

Recommendations & Action Plan

How to go about implementing the real deal so that pager duty can grow to be a team responsibility that's dealt with care.



- Audit current rotation and alert volume.
- Outline fair schedules and escalation paths.
- Reduce noise through alert tuning.
- Increase onboarding satisfaction and documentation habits.
- Monitor rotation health regularly

(FireHydrant Team, 2024)

References



- On-Call Rotations and Schedules by PagerDuty
 - <https://www.pagerduty.com/resources/incident-management-response/learn/call-rotations-schedules/>
- Best Practices for Creating On Call Rotations and Schedules by Fire Hydrant Team
 - <https://firehydrant.com/blog/best-practices-for-creating-on-call-rotations-and-schedules/>



Thank You