
AWS
re:Invent
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Crafting a sustainable on-call rotation

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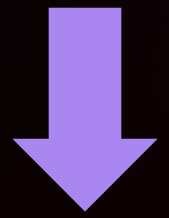
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CORE’s on-call journey



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6 months



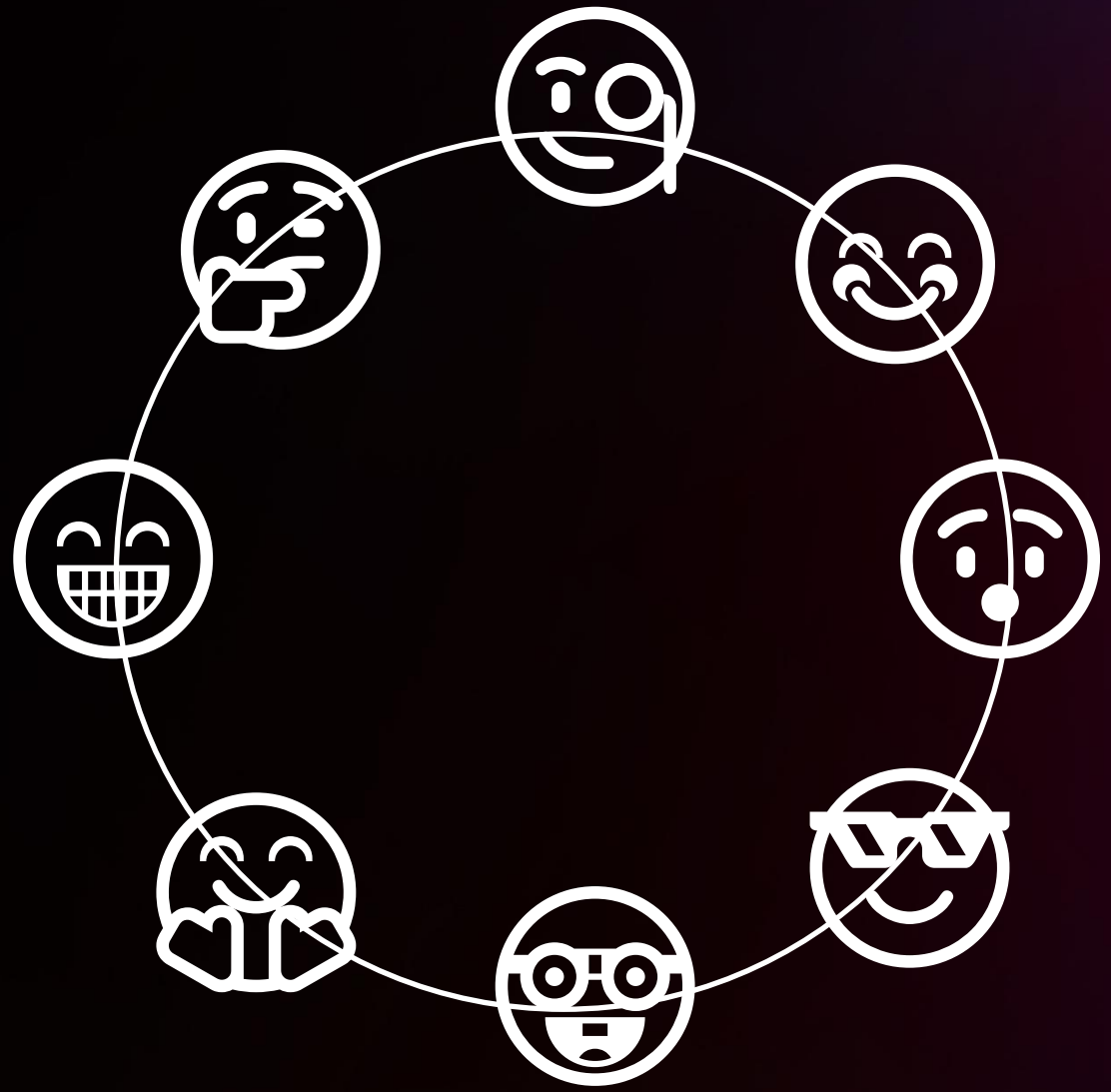
3 different on-call rotations

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Talk about it



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On-call rotation levers



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On-call rotation levers

- Shift length



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Shift length tradeoffs

- Focus/energy
- Vacation/recovery
- Handoffs
- Scheduling

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Shift length can help with . . .

- Changing rotation size
- Pager intensity 🔥



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On-call rotation levers

- Shift length

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On-call rotation levers

- Shift length
- Business hour shifts



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Business hours can help with . . .

- Personal constraints for after-hours on call
- Ramp-up to get back on the rotation
- Training new team members

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On-call rotation levers

- Shift length
- Business hour shifts

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On-call rotation levers

- Shift length
- Business hour shifts
- Backups/escalation



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Backups/escalation

1. Dedicated primary; secondary escalation to the entire team



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Backups/escalation

1. Dedicated primary; secondary escalation to the entire team
2. Dedicated primary and secondary rotations (1 engineer each)



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Backups/escalation

1. Dedicated primary; secondary escalation to the entire team
2. Dedicated primary and secondary rotations (1 engineer each)
3. Dedicated primary; secondary escalation to team manager



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Backups/escalation

1. Dedicated primary; secondary escalation to the entire team
2. Dedicated primary and secondary rotations (1 engineer each)
3. Dedicated primary; secondary escalation to team manager

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Backups/escalation



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On-call rotation levers

- Shift length
- Business hour shifts
- Backups/escalation

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On-call rotation levers

- Shift length
- Business hour shifts
- Backups/escalation
- Duties



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On-call duties

1. Operational and support on-call rotation combined



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On-call duties

1. Operational and support on-call rotation combined
2. Separate operational and support on-call rotations



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On-call rotation levers

- Shift length
- Business hour shifts
- Backups/escalation
- Duties

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On-call rotation levers

- Shift length
- Business hour shifts
- Backups/escalation
- Duties
- Handoff



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On-call handoffs

1. Day
2. Time
3. Procedure

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On-call rotation levers

- Shift length
- Business hour shifts
- Backups/escalation
- Duties
- Handoff

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Thank you!

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