facebook
wait, who am I?

I read some shit on the internet, I'm an expert now.

@EFFINBIRDS
one of my oncall shifts...

### General Oncall Workload

Oncall Load
Overview of oncall workload from tasks and alerts

- **Alert Instance**
- **Normal Task**

<table>
<thead>
<tr>
<th>Date</th>
<th>Alert Instance</th>
<th>Normal Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>23. Jul</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>24. Jul</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>25. Jul</td>
<td>39</td>
<td>13</td>
</tr>
<tr>
<td>26. Jul</td>
<td>399</td>
<td>13</td>
</tr>
<tr>
<td>27. Jul</td>
<td>588</td>
<td>6</td>
</tr>
<tr>
<td>28. Jul</td>
<td>588</td>
<td>5</td>
</tr>
<tr>
<td>29. Jul</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>30. Jul</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
one of my oncall shifts...

Normal Task By Priority
Tracks oncall task volume grouped by HIGHEST priority for entire history

task load
one of my oncall shifts...
“I like oncall.”

— Naomi Reeves, Production Engineer
Wait, what?

@EFFINBIRDS
why oncall is awesome
- said no one other than Naomi, ever

• the crazy things I learn!!!
• interact with people using our tooling and services
• discover new features to add
• make new connections with other engineers
• amazing training
the mindset
the role

captain, my captain

WHO'S IN CHARGE OF THIS FUCKING TRAIN WRECK

@EFFINBIRDS
the role

captain, my captain

• point of contact and face of the team
• responsible for the operations of the team
• no regular project work
the role
what it’s not

• do all the tasks assigned to you
• handle all the alarms if you can’t fix them all
• sacrifice your personal life and health
the values
oncall values

first principles

- accountability
- curiosity
- respect
the practices
oncall practices

accountability

- posted SLAs
- allow others to be responsible for their services
- track and follow up on items that have been re-routed
- warm handoffs
oncall practices

curiosity

- understand the problem, then solve it
- find the spark that ignited the fire
- how is this impacting your users?
oncall practices

- open ended questions
- assume good intent
- communicate and manage expectations

respect
survival strategies
survival
prepare yourself

- check your calendar
- plan for an emergency
survival

prepare your tools

- test your tools
- check in with your backup
- update your tools (or don’t)
questions?
facebook