

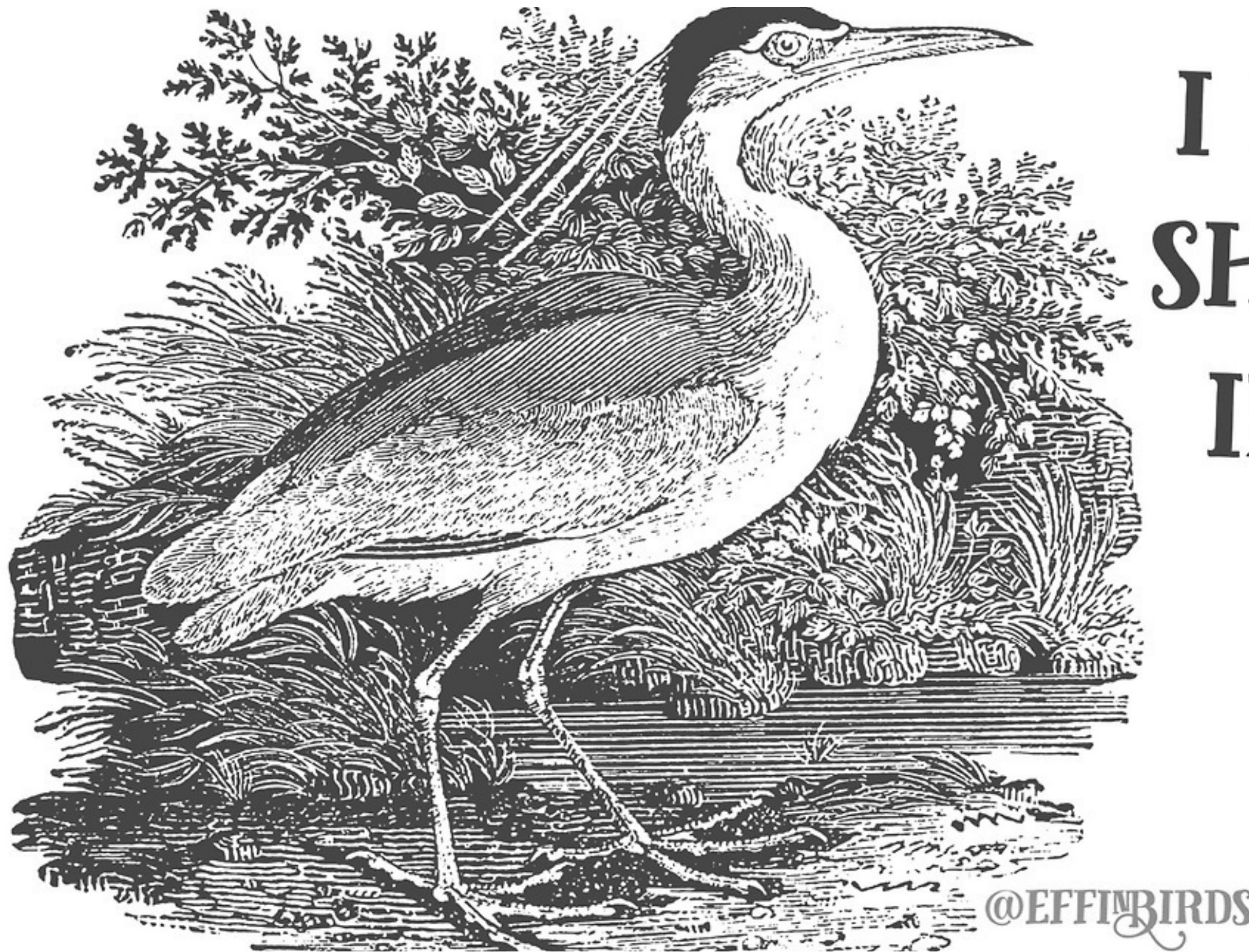
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Practices and Tactics for Surviving Oncall

Naomi Reeves

Production Engineer, Operating Systems

wait, who am I?

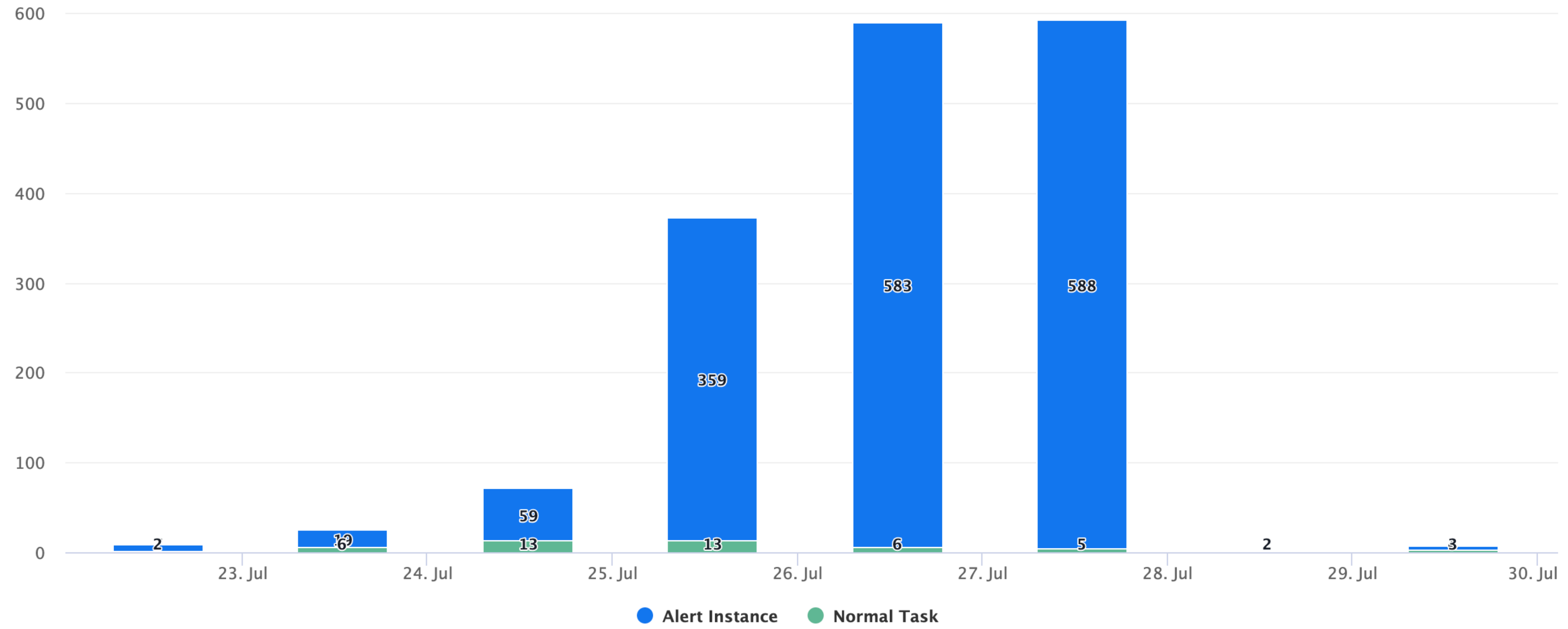


I READ SOME
SHIT ON THE
INTERNET,
I'M AN
EXPERT
NOW

one of my oncall shifts...

Oncall Load

Overview of oncall workload from tasks and alerts

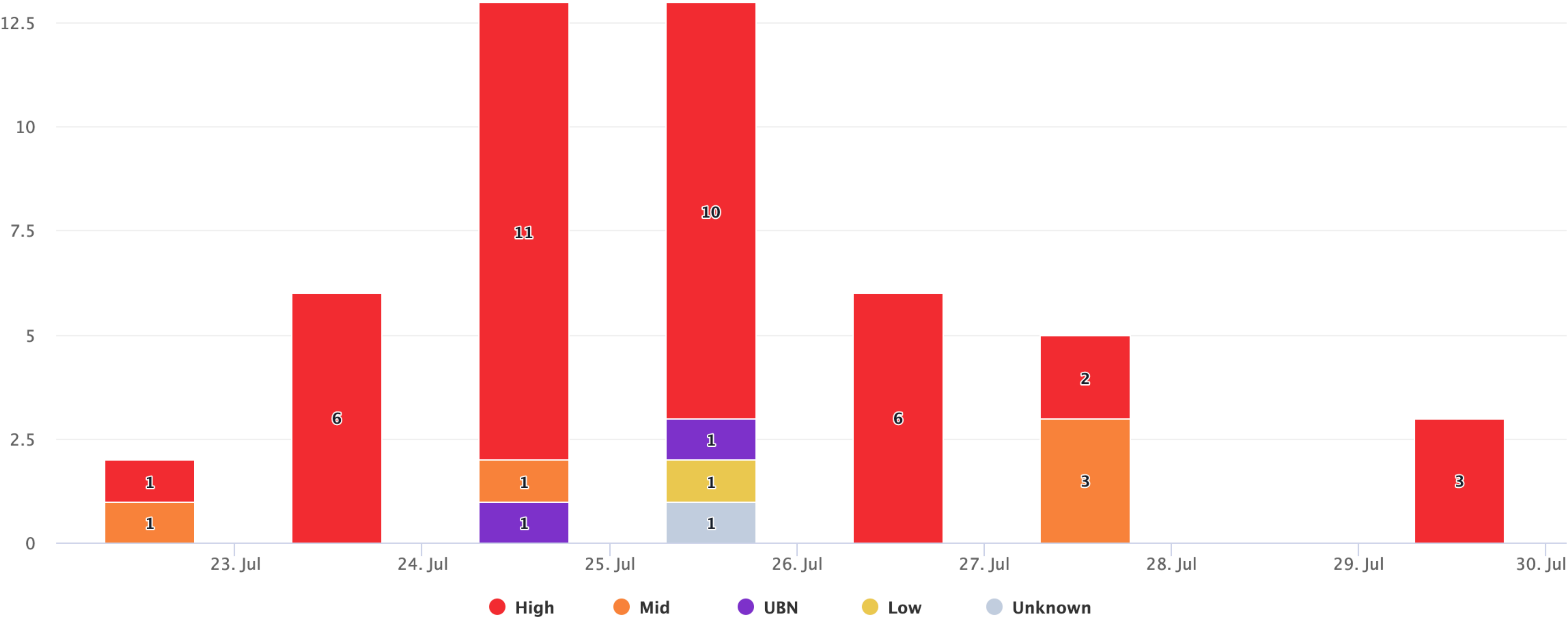


general oncall workload

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...


Time range:

Custom ▼

7/22/2019 

1:00 PM ▼

to

7/29/2019 

12:59 PM ▼

GMT-07:00 ▼

Search

1. Alerts

2. Tasks

3. Group posts

4. Compose post

Choose the alerts to include in the shift summary

Critical • 1479

Major • 54

Minor • 1

Warning • 76

Info • 0

Notice • 2

Filter by name, entity, key, owner

Alerts with notifications ▼

alerts

“I like oncall.”

— Naomi Reeves, Production Engineer

*Wait,
what?*

@EFFINBIRDS



why oncall is awesome

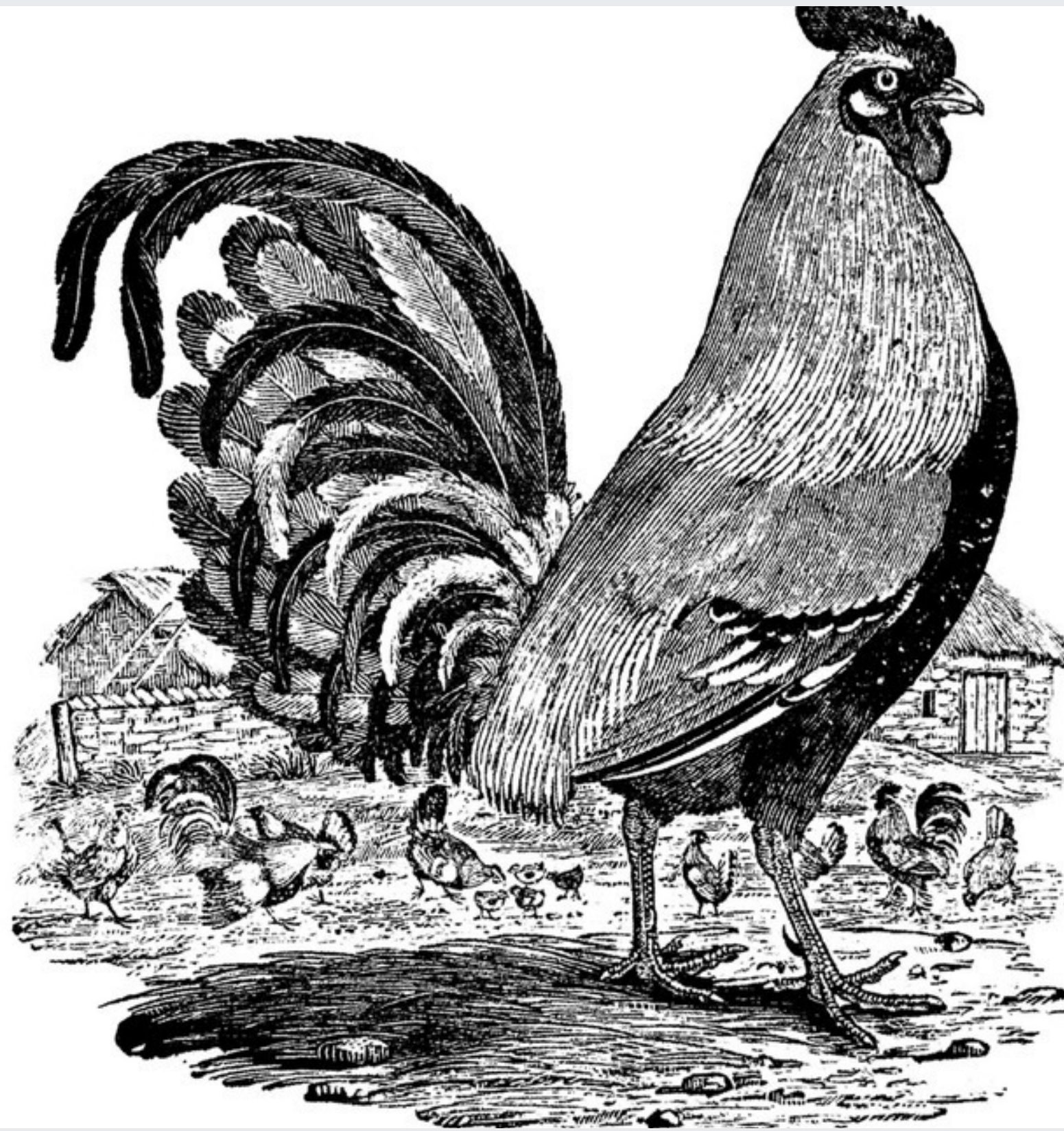
- said no one other than Naomi, ever

- 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

respect

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

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?

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