

Building **sustainable** on-call rotas using **compassion**

Lisa Karlin Curtis



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01

Flexibility

02

03



Martha Lambert

Hello, pls may I request cover for
Tonight 17:30-22:00 so I can go climbing
Tomorrow 17:30-23:30 so I can go to a gig 09:40



Lawrence Jones

I can cover tonight 09:40



Isaac Seymour

i can do tomorrow 09:40

I've been an absolute Muppet and left the house without a laptop. Any chance someone can cover me for the next hour?

13:15 ✓✓



Rory Bain

Sure will put it in 13:15

Overriden till 14:30 13:17



Aaron 8:05 AM

Hey Lisa, nothing urgent but I think someone other than you should take the after hours pager this evening. I'm happy to do it if you think I'm ready.

Encourage a **culture** of
overrides

1

Set an example

1

Set an example

2

Make it easy to ask for cover

1

Set an example

2

Make it easy to ask for cover

3

Have enough people on the rota

- 1 Set an example
- 2 Make it easy to ask for cover
- 3 Have enough people on the rota
- 4 **Compensate based on time spent on call**



01

Flexibility

Autonomy

02

03

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DATA BREACH

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Cum sociis natoque...
parturient montes...
Suspendisse ma...
tortoriam puru...
auctor vulpate...



01

Flexibility

Autonomy

02

03

Support

1

Include non-engineers on the rota

1 Include non-engineers on the rota

2 If in doubt, escalate

- 1 Include non-engineers on the rota
- 2 If in doubt, escalate
- 3 Reinforce with training and tooling



Pager Load

00

01

Flexibility

Autonomy

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03

Support

[# alerts] × [time to resolve]

[# people]

1

Review your recent alerts

1

Review your recent alerts

2

Beware of false alarms

1

Review your recent alerts

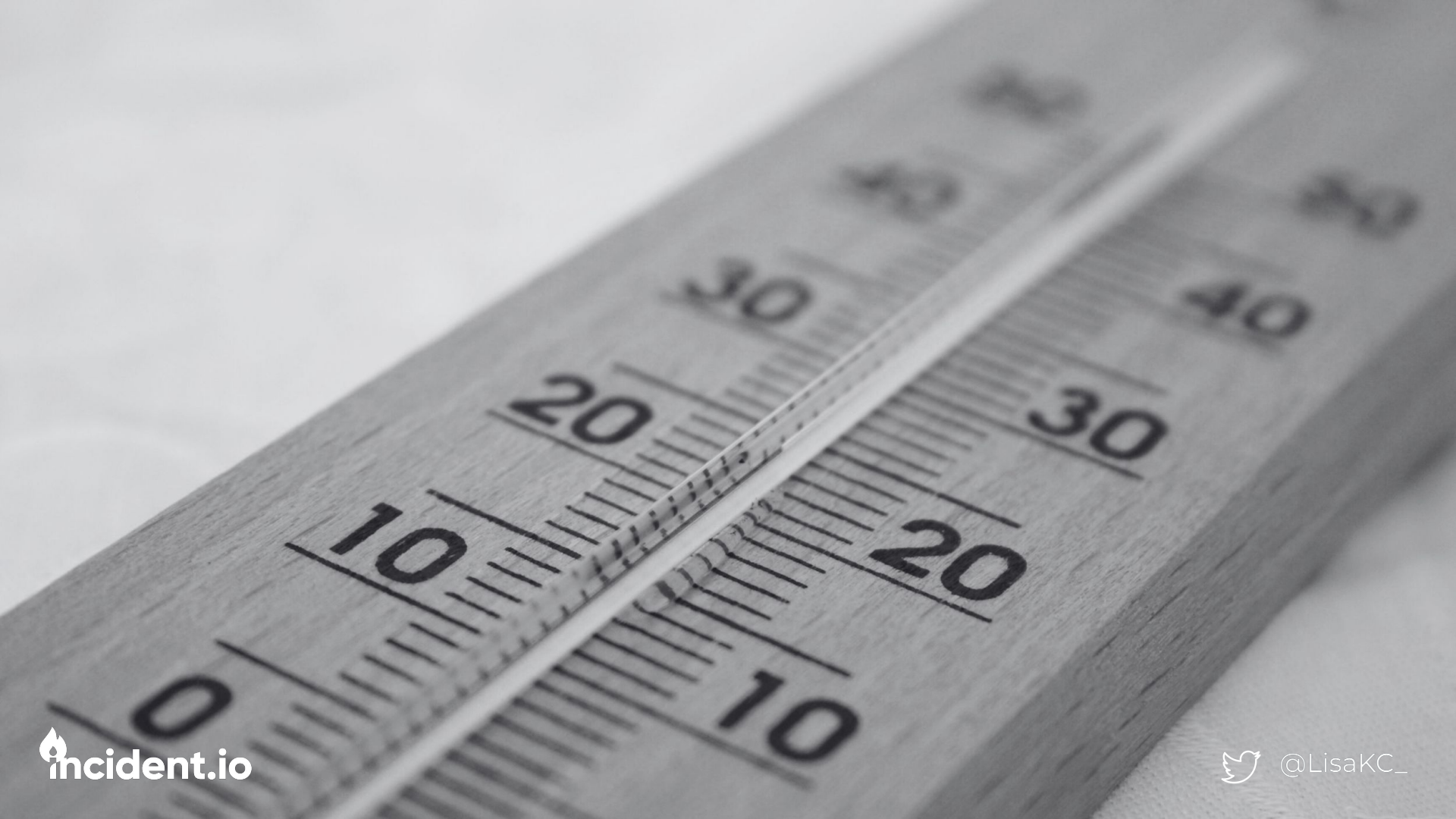
2

Beware of false alarms

3

Sleep is important

- 1 Review your recent alerts
- 2 Beware of false alarms
- 3 Sleep is important
- 4 Share the load



$[\# \text{ alerts}] \times [\text{time to resolve}]$

$[\# \text{ people}]$

Pager Load

00

01

Flexibility

Frequent, proactive overrides

Fix your own pain

Autonomy

02

03

Support

Escalate early and often

Thanks for listening

incident.io/community