

On-call Template

<This is the template to be used when a member of your team is on call duties. My suggestion is that the name of the file includes the purpose of the on-call session.>

Period: 13 Nov 2023 (Fri) , 14 Nov 2023 (Sat), 15 Nov 2023 (Sun)

On duties table

Date	Timing	Person
2023/11/13	17:00 - 23:59	Marcos Lobo
2023/11/14	00:00 - 23:59	Alice F
2023/11/15	00:00 - 23:59	Alice F

General info

<Here you describe the duties of this on-call and relevant information. For example, if you are watching a migration process from a cluster in region A to region B, you may want to have that information in this section.>

Runbooks

<This section will contain code. The runbooks that the person on duty might need, with a short and clear description of what it solves or does. Think that the person on duty will have to operate fast, so the information should not have a complex structure>

Known workarounds

<Here, as well, code. For those "know issues" and which you have a workaround in case they happen.>

Observability

<Here you will have, in bullet points, the list of links to the relevant observability>

- Service A
 - [Dashboard of <Service A>](#)
 - [Logs <Service A>](#)
- [Kafka topic list in region eu-west-3](#)

Logs

<Here the person in duty will record the log of the session. By date, will create an entry (as bullet points) with a sort description. Really important in case there is an issue during the session, it's important to get it recorded. See the example>

03 Nov 2023

- 12:00 - I can see the services in Kubernetes and logs look good
- 12:04 - Message from John about On Call expectations
- 15:00 - Our services is not getting the Kubernetes objects
 - 15:05 - A restart of the service made it work. Logs are present [here](#) for the postmortem.