How to: Never be on Call Again

By Pat Wright

About Me: Pat Wright

- 15+ years working with data
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By the way, my internet is not as advertised at the cabin. So I had to break into a campground and steal their WIFI. I'm hiding behind a cabin on the grass dodging hornets and ants.

I'm currently pulled over on the highway trying to login to VPN.

I do need your help on this zoom……

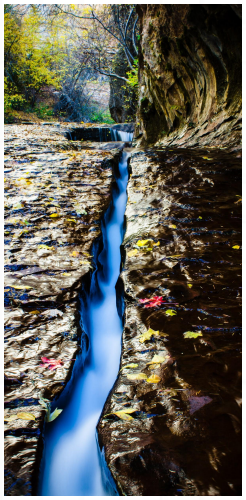
We may need your help on this incident.

Are you still needed with that incident? I need your help with something else.

It's Christmas eve, and all through house…..The DBA was too drunk to login and respond to the issue……

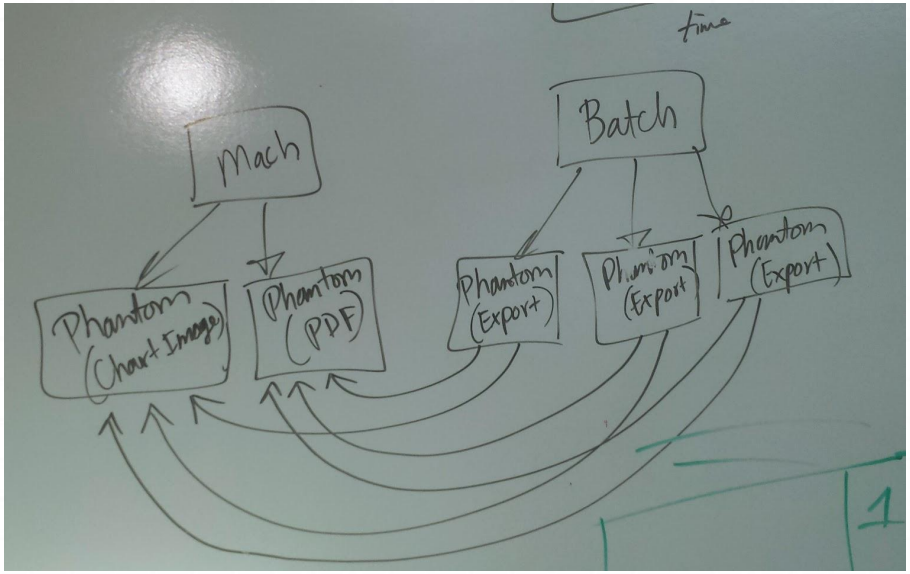
Why bother?

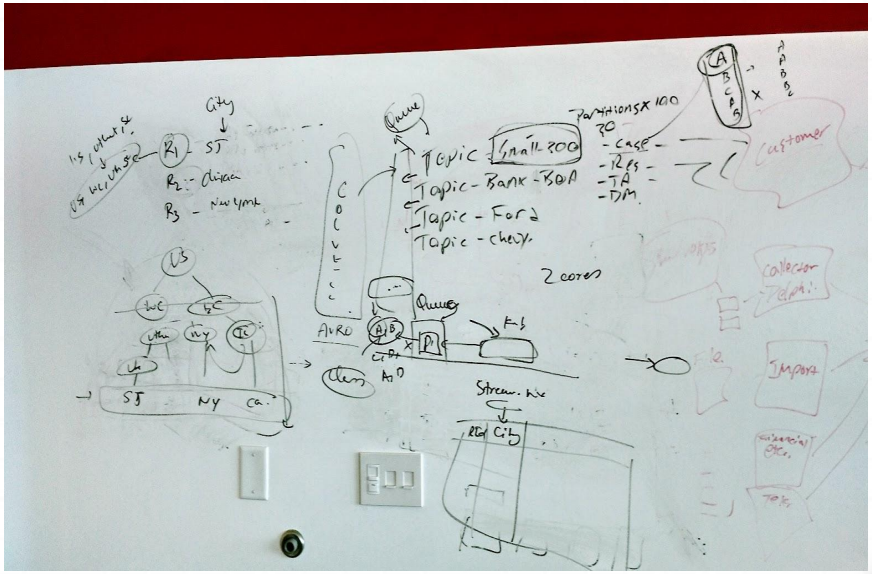
- Career Referral
- Peace and Quiet
- Ownership!?!?!?
- Be Prepared



Documentation

- Key to success
- Hard to do
- No one likes to do it



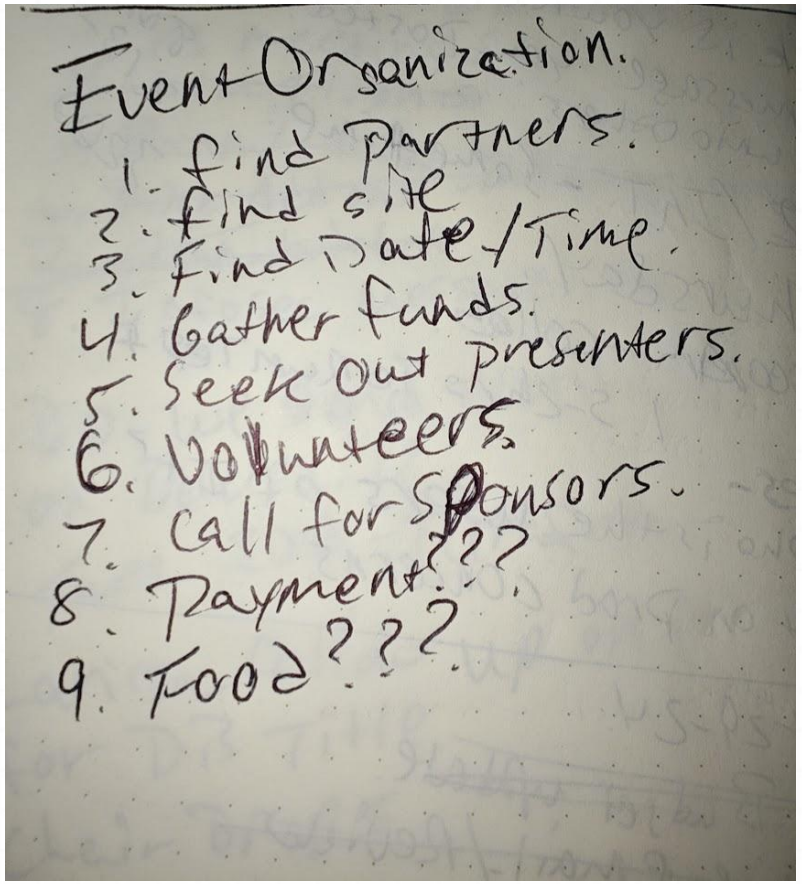


How to Make it better

- Lists
- White Board Exercise
- Find a co-worker
- AI

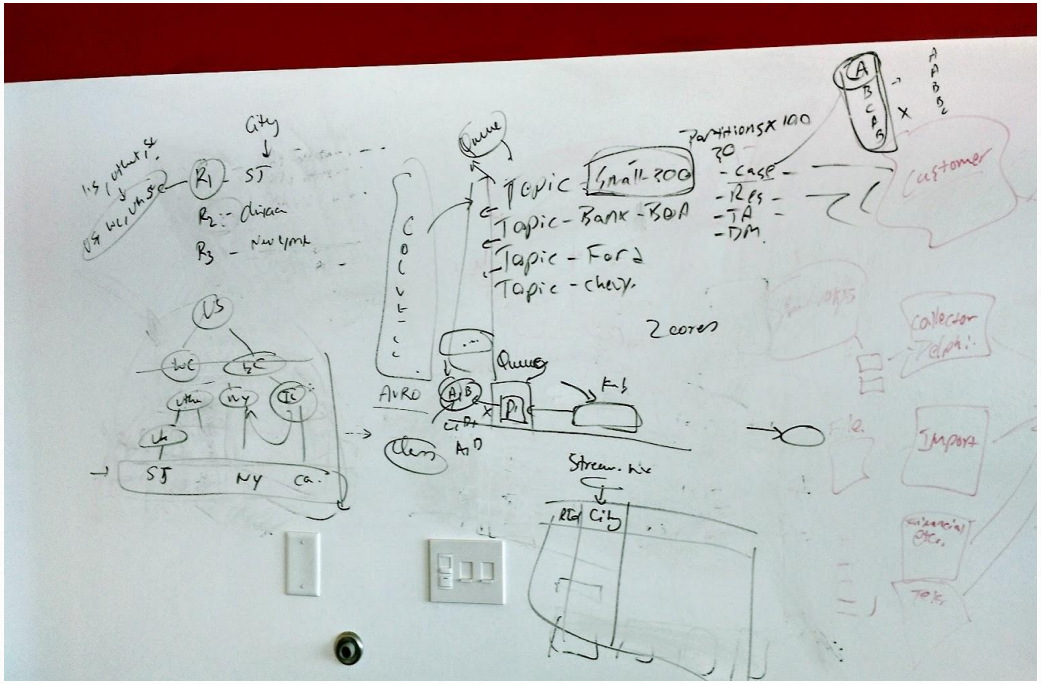
Lists

- KISS
- Numbered
- Can be done Pre/Post Work



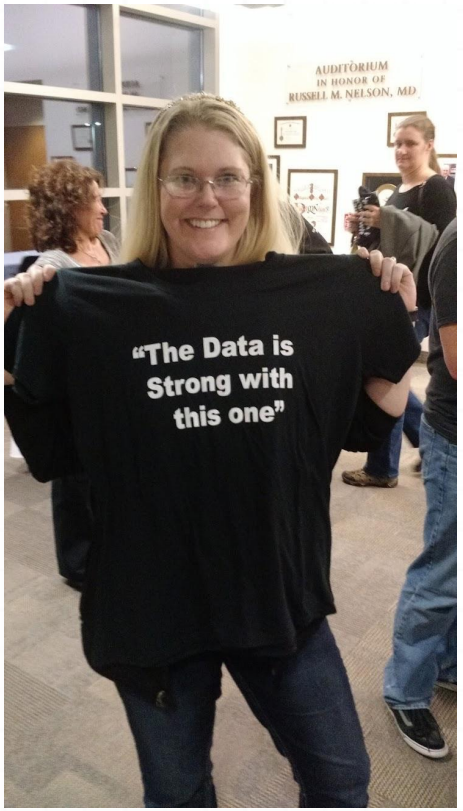
White Board Exercise

- No Computers.
- Good Markers
- Small group
- Open Knowledge
- Assumptions
- Validate After
- Take pictures



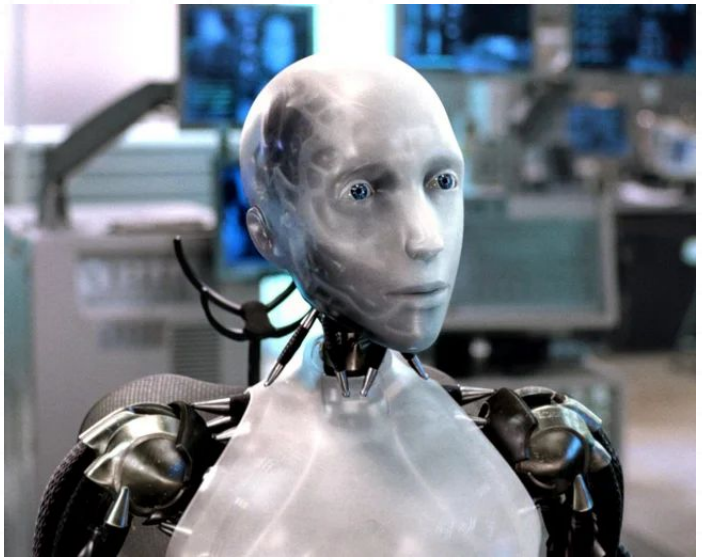
Co-Workers

- Present the solution
- Take notes
- Record the video
- Your Partner/Friend/Anyone should be able to do the work



AI

- Chat-GPT
- Embrace that which is new



Overcoming Barriers

- Boring
- Timelines
- Ownership?!!

Boring

- Gamify
- Find your why

Timelines

- Critical path
- Collaboration

Ownership

"You are responsible for Co-workers to be able to do the process you documented"

Summary/Take away

- Improve Career
- Improve Time
- Be prepared

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