



PagerDuty Overview

IT Service Management Office

8/21/2013

Agenda

This overview explains the following:

- About PagerDuty
- ServiceNow/PagerDuty Workflow
- Triggering PagerDuty
- Contacting You
- PagerDuty User Profile
- The Dashboard
- Maintaining On Call Schedules
- PagerDuty Documentation and Important Information

About **PAGEROUTY**

- Vendor hosted On-Call escalation and notification service
- Supports multiple...
 - alert sources / types
 - escalation policies
 - on-call schedules
 - contact methods
 - SMS / TXT
 - Email
 - Phone Call
 - Push (iOS & Android)

About **PAGERDUTY**

PagerDuty officially supports the following web browsers:

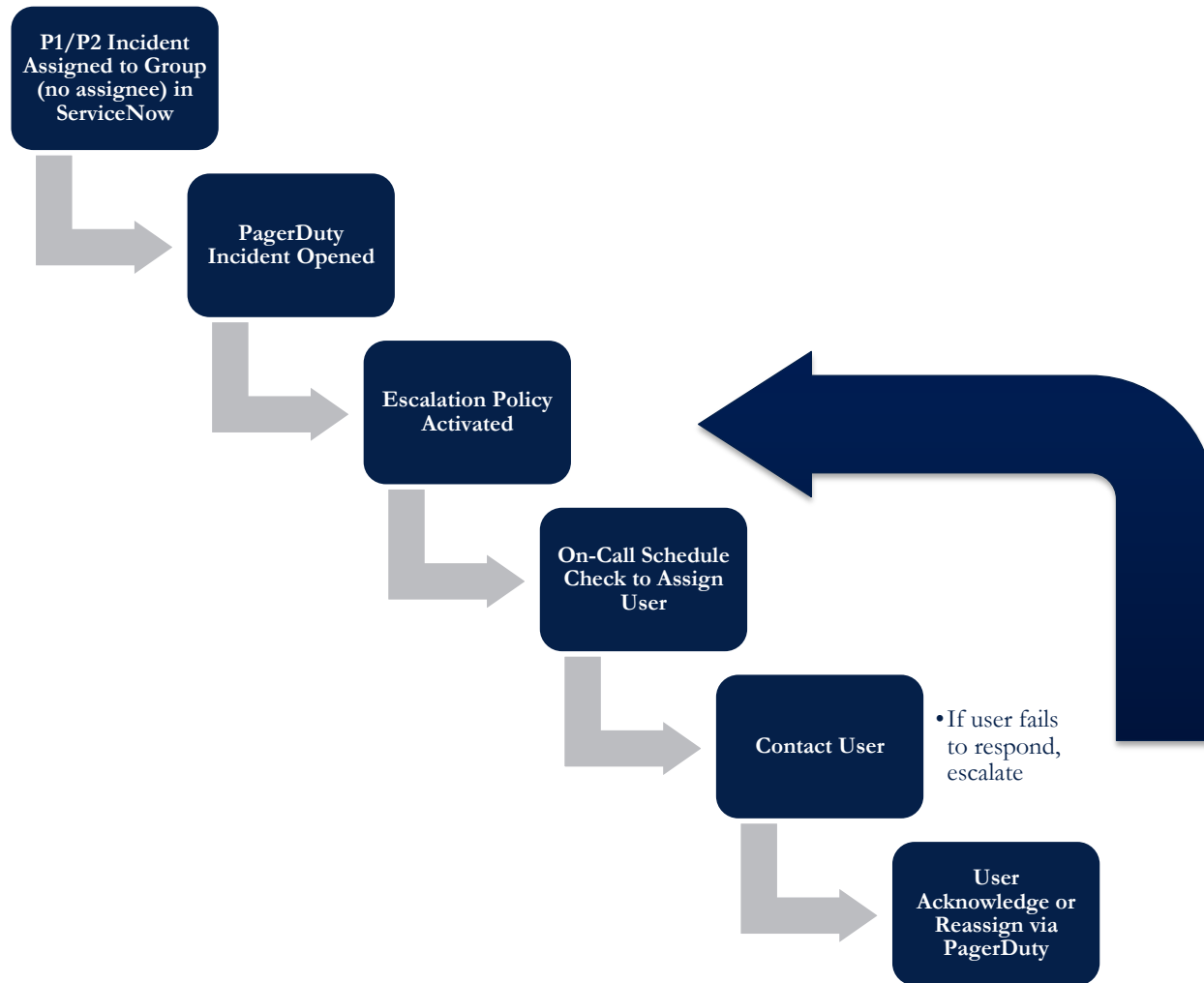
- Desktop Browsers:
 - Google Chrome newest versions
 - Internet Explorer v. 8 and higher
 - Firefox v. 10 and higher
 - Safari all versions
- Mobile Browsers:
 - iOS v 6.0 and higher
 - Safari all versions
 - Chrome all versions
 - Android v 2.3 and higher

About **PAGERDUTY**

PagerDuty Components

- Users – who & method of contact
- On-Call Schedules/Rotations – when to contact
- Escalation Policies – which schedule to use
- Dashboard – incident activity

ServiceNow / PagerDuty Workflow



Triggering PagerDuty

Incident = Required field

Save and Close Save Auto Assign Bomgar Session Key Delete

This incident has triggered a PagerDuty alert for the service "PagerDuty Dev Testing". The scheduled on-call person will be alerted.

Customer:	IT Peter Stampfer	Number:	INC0879379
Customer Employee number:	028578391	Incident state:	WIP.Open
Customer Department:	IT-QUALITY ASSURANCE	App/Business Service:	Testing PagerDuty
Callback number:	+1 415 353-9114	Configuration Item:	
Customer Email Address:	Peter.Stampfer@ucsfmc	Symptom:	Application Error
Desktop Service Type:	Medical Center	Impact:	2 - Significant
Default Location:	Box 0820, 1855 Folsom Street, San Francisco, CA 94103	Urgency:	1 - High
Unit/Service Area:		Priority:	2 - High
Room Number:	401	Incident Type:	Interruption
Parent work site:		Assignment group:	Service Now Admin
Work site:		Assigned to:	
Division:			
Watch list:			

Work Info System Info Financials ARF Follow-up Info Related Records APeX

Work Info

Short Description: PD test 1

Description:

This incident has triggered a PagerDuty alert for the service "PagerDuty Dev Testing". The scheduled on-call person will be alerted.

Contacting You – Phone Call

“You have one triggered incident on [Service Name]. The failure is INC0812345 [short description]. Press 4 to acknowledge, press 6 to resolve, press 8 to escalate to level 2 on-call [name], press 0 for help or press star to repeat this message.”

Contacting You – Email

Subject: [PagerDuty ALERT] You have 1 TRIGGERED Incident (bd656)

You are assigned 1 triggered incident in PagerDuty:
Please visit the following URL to manage this incident.

<https://ucsf.pagerduty.com/dashboard>

1) Incident #259

Opened on: Aug 22 at 9:37am PDT

Service: PagerDuty Dev Testing

Description: ucsfstage: INC0879379: PD test 1

Link: <https://ucsf.pagerduty.com/i/259>

You can disable these messages by adjusting your notification methods:

<https://ucsf.pagerduty.com/users/PDMJS39>

Contacting You – SMS / Text



PagerDuty User Profile

Contact Methods (How to reach you)


Phone: +1 415-476-0000 (Work)
+1 415-555-1212 (Mobile)
[+ Add Phone Number](#)


SMS: +1 415-555-1212 (Mobile)
[+ Add SMS Number](#)

Email: test_user@ucsf.edu (Default)
[+ Add Email Address](#)

Push:  

Notification rules (Which methods should we use to reach you)

 Immediately after an incident is assigned to me, **phone** me at +1 415-555-1212 (Mobile)

 5 minutes after an incident is assigned to me, **SMS** me at +1 415-555-1212 (Mobile)

[+ Add Notification Rule](#)

Logging into PagerDuty

- Login
 - URL: <https://ucsf.pagerduty.com>
 - Credentials: email address and temp password (plan for future MyAccess authentication)
- Turn off the "Welcome to PagerDuty" banner.
- Set up and maintain your Profile: Contact Methods, Notification Rules, Change Password. (QRC)

The Dashboard

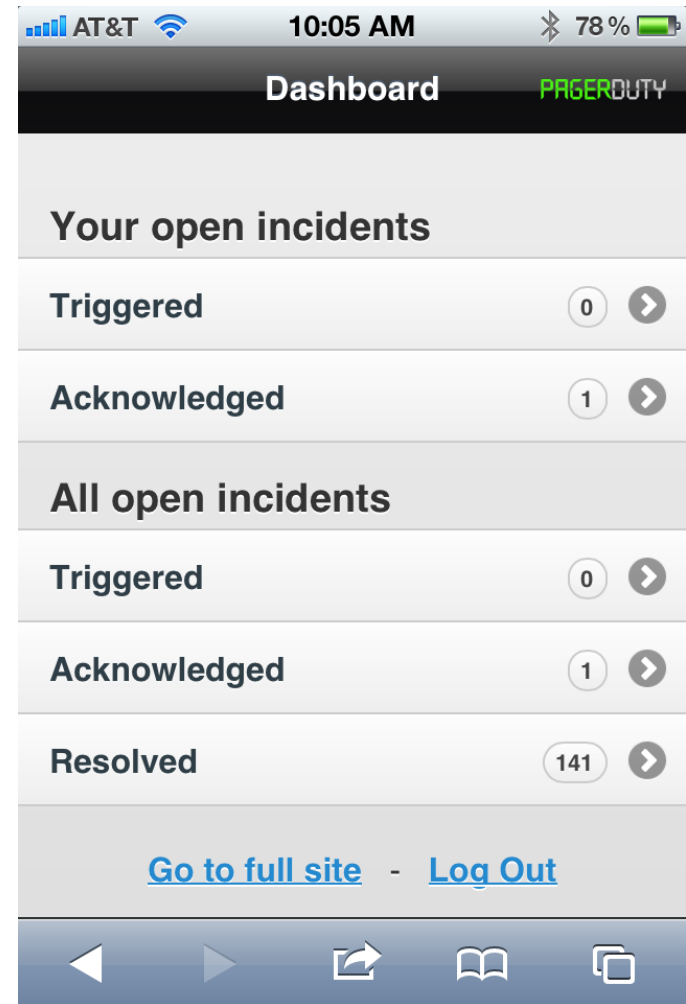
The screenshot displays the PagerDuty dashboard with the following components:

- Navigation:** PagerDuty logo, Dashboard, Incidents, Configuration, Analytics, and user profile.
- Dashboard Summary:**
 - Your open incidents: 0 triggered, 0 acknowledged
 - All open incidents: 0 triggered, 0 acknowledged
- Incidents Section:**
 - Filters: Open 0, Triggered 0, Acknowledged 0, Any Status 0. Assigned to me, All.
 - Actions: Resolve, Acknowledge, Reassign. Go to incident #: [input field]
 - Table headers: #, Created On, Details, Service, Assigned To, Status.
 - Content: No incidents. [View all](#)
 - Footer: Show 10 incidents per page. Go to incident #: [input field]
- Activity for the Past 7 Days:**

Service	Incident	Time	Activity
Centrion - Nagios Service Monitoring	3970	May 20, 2015 at 1:33 PM	Resolved through the API. Host: 3002-s251-fb02 (View Message)
Centrion - Nagios Service Monitoring	3970	May 20, 2015 at 1:24 PM	Acknowledged by Maynard Galicha by phone.
Centrion - Nagios Service Monitoring	3970	May 20, 2015 at 1:23 PM	Triggered through the API. Host: 3002-s251-fb02 (View Message)
ITS Network	3969	May 20, 2015 at 12:02 PM	Resolved by Ariel Malig.
ITS Network	3969	May 20, 2015 at 12:02 PM	Note added by Ariel Malig. Note: Will assign to NOC/ Alan Ho
- Right Sidebar:**
 - When am I on-call next?**
 - ↑ CAB Backup: Level 1: May 18, 2015 at 12:00 AM - May 25, 2015 at 12:00 AM
 - ↑ PagerDuty Dev Testing: Level 2: Jun 10, 2015 at 12:00 AM - Jun 17, 2015 at 12:00 AM
 - ↑ ServiceNow: Level 1:
 - Who is on-call now?**
 - Navigation: << Previous, 1, 2, 3, ..., 14, 15, Next >>
 - ↑ AIS - Advance or AP Recruit: Level 1: Satish Numburi (May 10, 2015 at 12:00 AM - May 24, 2015 at 12:00 AM); Level 2: Jann Fong (Jul 11, 2013 at 2:07 PM - May 1, 2016 at 4:10 PM)
 - ↑ AIS - CHR-iRIS: Level 1: Freddie Tai (Jul 24, 2013 at 10:59 AM - May 1, 2016 at 4:10 PM)
 - International Phone Alerts:** Disabled. Enable International Calling.
 - Resources:** Get the started.

Mobile Device (Browser or App)

- PagerDuty is mobile enabled
- You can access the site and PagerDuty incidents from your phone (browser or app)



Maintaining On Call Schedules

pagerduty

Dashboard

Incidents

Configuration

Analytics

?



On-Call Schedules

Timezone: Pacific Time (US & Canada)

Schedules

Search: pagerduty

+ New On-Call Schedule

PagerDuty Dev Testing L1

Timezone: Pacific Time (US & Canada)

Timeline View

Calendar View

Today May 17 - Jun 16

View: 4 Days 1 Week 2 Weeks 1 Month

Configuration Layers



Override Layer



Final Schedule



Schedule Info

Edit this Schedule

Delete this Schedule

Schedule an Override

Upcoming Overrides

Shawn Hall

Jun 2 at 08:00 - Jun 9 at 08:00

Escalation Policies

PagerDuty Dev Testing

Users

- Jason Lin
- Shawn Hall
- Rita McCue
- Peter Stampfer
- Tony Balestreri

PagerDuty Documentation

- <http://itsm.ucsf.edu/pagerduty>
- Quick Reference Cards (QRC)
 - User Profile; Dashboard; Exporting On-Call Schedules to Your Calendar Application; Responding to an Alert; Maintaining On-Call Schedules (managers & team-leads only)
- ServiceNow Integration
 - Comprehensive list of ServiceNow Incidents that will trigger PagerDuty
- General Presentation
 - Enterprise PagerDuty Overview (this presentation)
 - Video Training (On-Call staff & managers/leads)

Important Information

- Ensure all On-Call staff have set up their User Profiles before Go-Live.
- Every On-Call group must identify a Subject Matter Expert (SME) to train new users and answer questions.
- Extremely important for On-Call staff to NOT adjust Services, Escalation Policies, or On-Call Schedules.
- Only managers or team leads should adjust On-Call Schedules. If you can't find a User name it means they haven't been set up in PagerDuty. Submit a ServiceNow Incident request assigned to "Service Now Admin" to add them to PagerDuty.

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