

**PagerDuty On-Call Schedules**

On-call Schedules must be maintained by a Manager or Team-Lead in order to ensure accurate notifications from PagerDuty.

**Note:** On-call Schedules must be initially created by the **PagerDuty Admin** to ensure proper connectivity to ServiceNow. Do not create a new Schedule without consulting with the Admin.

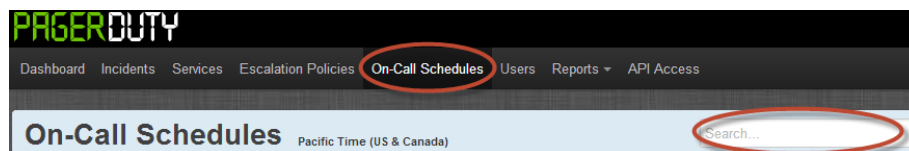
**Background Information:**

The basic structure of PagerDuty consists of a “Service”, which is tied to an “Escalation Policy”, which relies on an “On-call Schedule”.

- A **Service** contains integration information with PagerDuty using an API.
- The **Escalation Policy** determines what On-call Schedules should be notified first, second and so on, when an incident is triggered. Escalation policies are attached to specific Services.
- The **On-call Schedule** is a rotation that determines who is on-call at a specific time and date. On-call schedules are used to manage on-call rotations.

**Navigate to your On-Call Schedule**

Find the On-Call Schedule you need to view and modify. The top of PagerDuty lists modules within the site.



- Click “On-Call Schedules”.
- In the Search bar, enter your On-Call Schedule name and click Enter on your keyboard. The available entries will display.



To View the On-Call Schedule:

- Click the schedule name; or click the settings-cog and select “View”.

**On-Call Schedule – Detail View**

The Schedule can be viewed in the standard “Timeline View” or the “Calendar View” by clicking the button in the upper right corner.

In addition, you can change the “View” to “Days”, “1 Week”, “2 Weeks” or “1 Month”.

“Layers” comprised of a group of people who will rotate through the same shift. In a basic weekly schedule, you create a single layer where each member is on-call for one week, with a set day and time for transferring on-call duty.



**On-Call Schedule – Edit Rotation**

You cannot make changes to a schedule in the past. When you edit an existing schedule, you can make changes starting from the current date and time, or from any point in the future.

**Schedule: Shawn TEST L1** Pacific Time (US & Canada)

- Click “Edit this Schedule”.

**Edit Schedule: Shawn TEST L1**

**Extremely Important:** When exiting the Edit view, please click “Discard all Changes”, unless you truly are adjusting Users & Effective Date/Time.

The basic weekly schedule is the most common on-call schedule, and can be adjusted in four steps.

**Layer 1** Created Jul 21, 2013 at 13:08

**Step 1 : Add users**

- To add a new person to the schedule, under “Step 1” click “+Add User”.

**Layer 1** Created Jul 21, 2013 at 13:08

**Step 1 : Add users**

- Type the person’s name and click the Add button. To add more people to the rotation, continue to add users.
- To switch the users’ rotation, drag the user name up or down.

**Step 2 : Set up an on-call rotation**

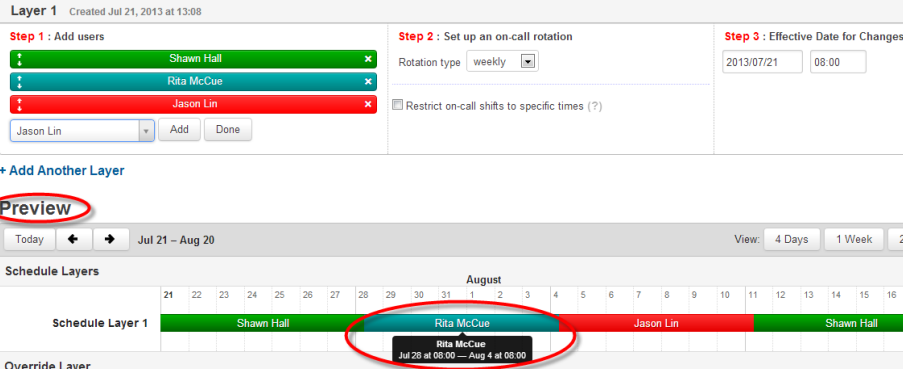
- Set the “Rotation type” in “Step 2”. The Standard rotation type is “weekly.”

**Step 3 : Effective Date for Changes**

- Set the “Effective Date for Changes” in “Step 3”.

**Important Note:** Make sure the starting point of your rotation starts at a specific day of the week and/or time of the day.

View the **Preview** of your changes.



**Layer 1** Created Jul 21, 2013 at 13:08

**Step 1:** Add users  
Shawn Hall  
Rita McCue  
Jason Lin

**Step 2:** Set up an on-call rotation  
Rotation type: weekly  
Effective Date for Changes: 2013/07/21 08:00

**Step 3:** Effective Date for Changes

**Preview**

Today ← → Jul 21 – Aug 20 View: 4 Days 1 Week 2'

**Schedule Layers**

Day	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Schedule Layer 1	Shawn Hall	Shawn Hall	Shawn Hall	Shawn Hall	Shawn Hall	Shawn Hall	Shawn Hall	Rita McCue Jul 28 at 08:00 — Aug 4 at 08:00	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Jason Lin	Shawn Hall

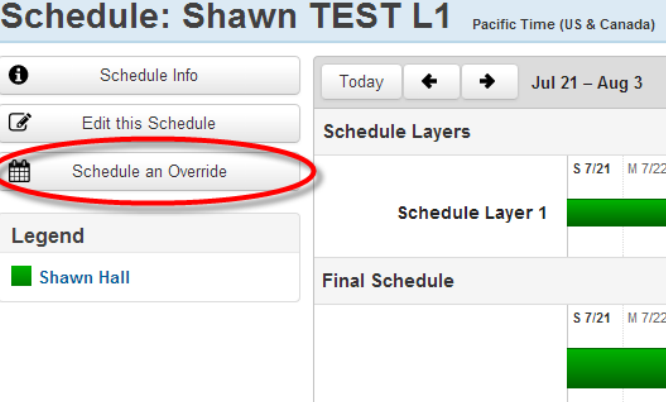
**Override Layer**

**In the example:**  
Shawn, Rita, and Jason are in a Weekly rotation. Hover-over the User's name to see the Date & Time of Start & End. In this case, the rotation time for Rita starts & ends at 8:00am for the week, starting Sunday 7/28 at 8:00am and ending on Sunday 8/4 at 8:00am.

- View the “Final Schedule” to see the Override inserted into the Schedule. The Final Schedule displays who is currently on-call and who will get the notification.
- Click “Save Changes” **ONLY** if you are sure the schedule is accurate.

**On-Call Schedule – Temporary Override**

Overrides are used to make manual one-time adjustments to an on-call schedule. Overrides are useful if an On-call staff is sick, goes on vacation, or agrees to swap on-call periods with someone else. Scheduling an override creates an override layer over the existing schedule.



**Schedule: Shawn TEST L1** Pacific Time (US & Canada)

Schedule Info  
Edit this Schedule  
**Schedule an Override**

Legend  
Shawn Hall

Today ← → Jul 21 – Aug 3

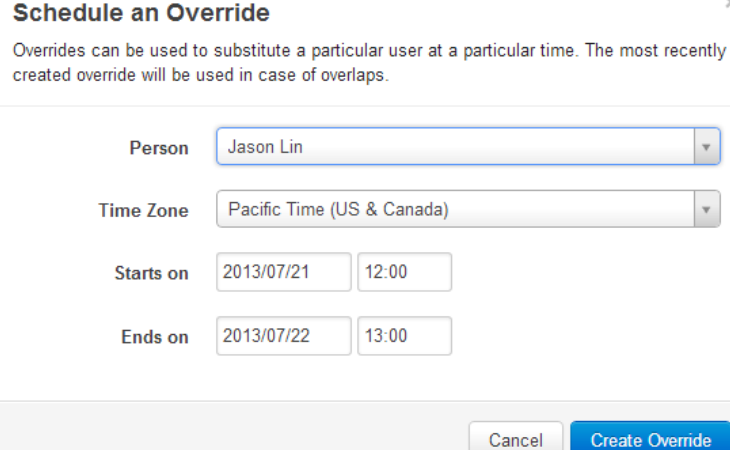
**Schedule Layers**

Day	S 7/21	M 7/22
Schedule Layer 1	Shawn Hall	Shawn Hall

**Final Schedule**

Day	S 7/21	M 7/22
Final Schedule	Shawn Hall	Shawn Hall

- Click “Schedule an Override”.



**Schedule an Override**

Overrides can be used to substitute a particular user at a particular time. The most recently created override will be used in case of overlaps.

Person: Jason Lin

Time Zone: Pacific Time (US & Canada)

Starts on: 2013/07/21 12:00

Ends on: 2013/07/22 13:00

Cancel Create Override

- Select the name of the person who will be substituting in the on-call schedule from the Person drop-down list.
- Select the correct Time Zone from the drop-down list.
- Select the Start date and End date and time for the substitution.
- Click Create Override to apply your changes.

### Schedule: Shawn TEST L1 Pacific Time (US & Canada)

Today ← → Jul 21 – Jul 27

**Schedule Layers**

	Sun 7/21	Mon 7/22	Tue 7/23
Schedule Layer 1			

**Override Layer**

	Sun 7/21	Mon 7/22	Tue 7/23
		Jason Lin	

**Final Schedule**

	Sun 7/21	Mon 7/22	Tue 7/23
	Shawn	Jason Lin	

**Upcoming Overrides**

Jason Lin
✕

Jul 21, 2013 at 12:37 - Jul 22, 2013 at 13:00

**Legend**

Jason Lin

Shawn Hall

**Upcoming Overrides**

Jason Lin
✕

Jul 21, 2013 at 12:37 - Jul 22, 2013 at 13:00

- The Override Layer displays the Override you scheduled.
- View the “Final Schedule” to see the Override inserted into the Schedule. The Final Schedule displays who is currently on-call and who will get the notification.

**Deleting an Override:**

Deleting an override will remove it completely. If an override is deleted during the middle of the scheduled shift, the regular schedule will resume from the time of the override's deletion.

- In the Upcoming Overrides list, click the X of the override to delete.