

AIX-L: (no subject)

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Source: <http://unix.derkeiler.com/Mailing-Lists/AIX-L/2005-04/0186.html>

From: Shawn Bierman (*BiermanS_at_METHODISTHEALTH.ORG*)

Date: 04/18/05

Date: Mon, 18 Apr 2005 10:23:29 -0500
To: aix-l@Princeton.EDU

We do the same rotation. However, we use a Call Center which is something you may not have. We also share a cell phone so who ever is on call carries the phone. The Call Center will call that phone. If no one answers that phone after two attempts over a five minute period then they call the manager of that group (UNIX, NT, NETWARE etc..). If he doesn't answer they call the director.

–shawn

>>> *Simon.Green@EU.ALTRIA.COM 4/18/05 9:58:56 AM* >>>

We have an on-call rota for our UNIX team, each person being on-call for one week, in rotation. The on-call person is required to be available and gets paid for that inconvenience.

For those of you with something similar in place, do you have any contingency in case the person who's on-call becomes suddenly unavailable?
e.g. The person falls ill on Saturday, or gets run over by a bus on the way to the shops. Do you simply take a chance on being able to find one of the other members of the team, or what?

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Simon Green
Altria ITSC Europe s.a.r.l.
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N.B. Unsolicited email from vendors will not be appreciated.
Please post all follow-ups to the list.

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