PagerDuty

Hypercare Readiness Checklist

Are you operationally ready for peak traffic periods? Here are some tips from PagerDuty on what to do to prepare for the busiest periods in your company.

Progress Check

Not Started   In Progress   Complete

☐ ☐ ☐ Implement a code freeze

Make sure no changes happen close to and on the day of your peak periods. The only changes that should happen are those related to resolving incidents or customer- or revenue-impacting problems.

⚡ **PagerDuty Pro Tip**

Use change events to track implemented changes to ensure the code freeze procedure is being followed and to track changes happening during peak hours.

☐ ☐ ☐ Document and practice major incident processes

Ensure that on-call team members are prepared to be on call, familiar with incident management processes, and know how to engage with other teams. Conduct mock incident response scenarios to practice internal processes for resolving major incidents.

⚡ **PagerDuty Pro Tip**

Set up response plays to quickly engage with other teams. Use the on-call readiness report to ensure that users' profiles are properly configured for on-call responsiveness.

☐ ☐ ☐ Set up proper observability

Establish real-time monitoring, logging, and tracing, as well as synthetic monitoring (robotic scripts, etc.) to maintain desired levels of performance.

⚡ **PagerDuty Pro Tip**

Deduplication and Event Intelligence provide noise reduction so that responders are not overwhelmed with incidents.

☐ ☐ ☐ Set up dashboards for visibility

Validate and create meaningful business services so that stakeholder can be alerted of any issues occurring in the environment. No one likes being blindsided by technical issues discovered by customers first.

⚡ **PagerDuty Pro Tip**

Use the business services dashboards to keep the organization updated on outages, service performance degradation, and the steps being taken to mitigate them.

☐ ☐ ☐ Establish a stakeholder communication process

Ensure there is a clear process for communicating with stakeholders. Inform stakeholders on how they will receive status updates on major incidents and where to find more information about them.

⚡ **PagerDuty Pro Tip**

Subscribe stakeholders to business services and incidents. Post updates on incidents for custom status updates or run response plays to send automated status updates.

☐ ☐ ☐ Load test, capacity, and chaos plan

Leverage existing load, test and chaos tools to establish a baseline of what "good" is. Ensure capacity exists to handle the expected peak high demand.

⚡ **PagerDuty Pro Tip**

Integrate the tools and route them to your PagerDuty services so that incidents get surfaced and responders can address the load issues quickly.

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