JSM - Create an on-call Schdule

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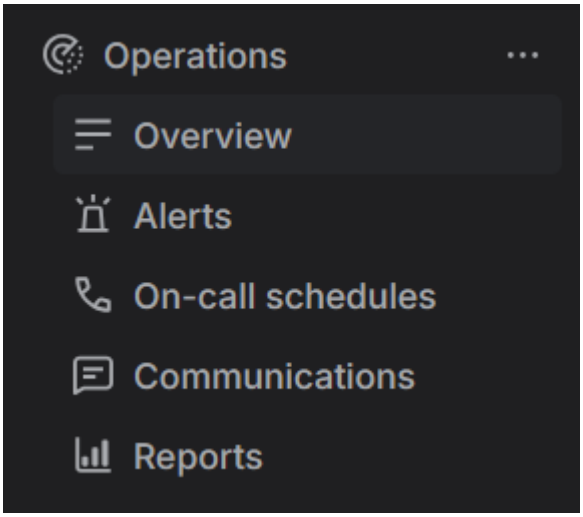
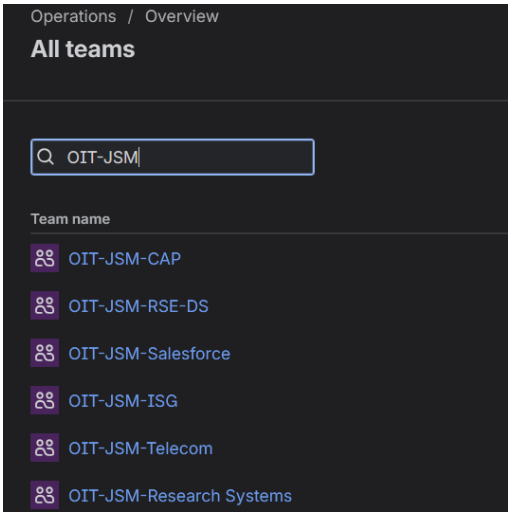
Create an on-call schedule

An on-call schedule in Jira Service Management organizes response duties through customizable rotations. This ensures team members can respond to alerts, optimizing team efficiency and ensuring service reliability.

From your sidebar, select Overview, underneath Operations, and click View All Teams. Here you can search for your team (ie. OIT-JSM-Operations Center).

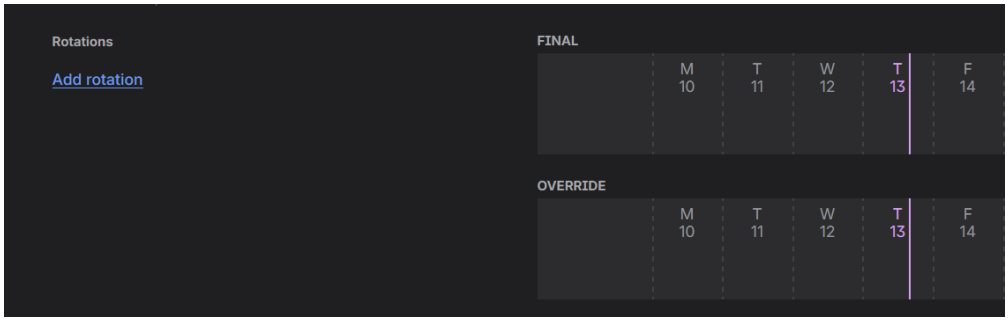




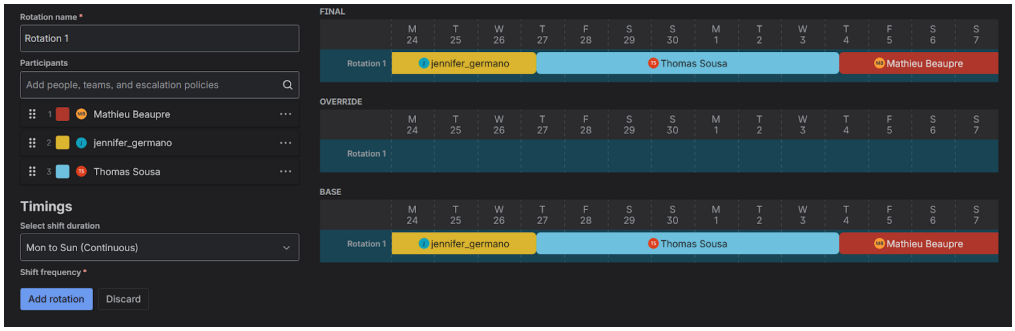
To create a new schedule for your team:.

1. Select your team.

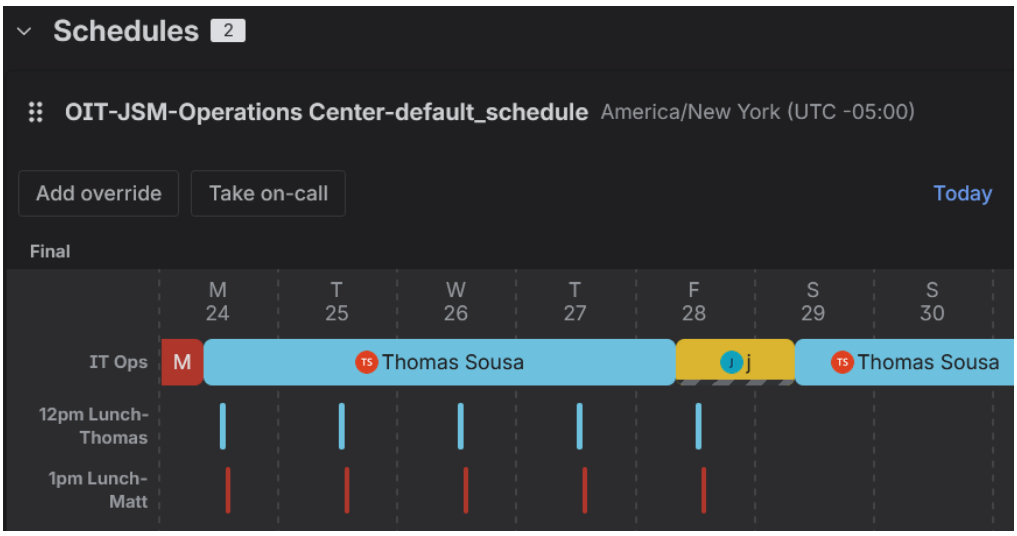
2. Select the Add (+) icon next to **Schedules** in the **On-call** tab.
3. Give a name to your schedule and select the time zone in which you want to base your schedule.
4. Select **Create**.
5. To add a new rotation, select **Add rotation**.



6. Enter a rotation name. Then, add participants. You can add people, teams, and escalation policies as participants. Each participant will form a shift in your rotation.



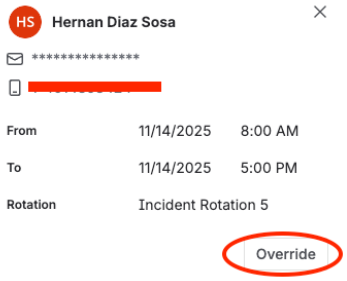
7. Select the duration of the shifts. Jira Service Management will rotate your shifts within the given durations.
8. Select **Shift frequency**. This will rotate each participant with the given frequency.
9. Select a **Start time** for your rotation. If you don’t set an end time, shifts will rotate continuously with the given parameters. If you want to end this rotation at a specific time, select **Define end time**.
10. Review your rotation in the schedule preview and select **Add rotation**. Add as many rotations as you need.



To add an override for you or another team member to take on call:

1. Select your team.
2. Select Add Override.
3. Select the date or time you would like to override.
4. Select the Rotation you would like to modify.
5. Verify all information is correct, and click Override to save your changes.

Additionally, you can override an existing shift by selecting it from the schedule and selecting Override.



To take On-Call for one hour, users can navigate to the schedule they would like to override, and select Take On-Call