

# Streaming Incident Response Runbook

Seven-step triage · SEV1-SEV4 grid · the seven dashboards every on-call should open. Print and pin to the wall.

## 1 — The seven-step triage runbook

<b>1 Confirm</b>	<b>2 Scope</b>	<b>3 Classify</b>	<b>4 Dashboards</b>	<b>5 Mitigate</b>	<b>6 Root cause</b>	<b>7 Resolve</b>
Is the alert real? Cross-check one independent source.	How many viewers, which regions, which device classes?	Pick SEV1-SEV4. Page IC. Post status-page placeholder in 15 min.	Open the same seven, in the same order, every time.	Stop the bleeding before knowing the root cause.	Timeline. Correlate. Reproduce. Confirm the fix.	Hold 30 min. Close. Schedule the blameless post-mortem.

## 2 — Severity grid

Sev	Trigger	Examples	Response
SEV1	No workaround. >25% of viewers cannot start a stream, or rebuffer >15% globally for >2 min.	Origin cluster down. DRM license server unreachable. Manifest 5xx for >50% of requests.	Page on-call, manager, and IC. Wake people up. Public status within 15 min. Exec bridge in 30 min.
SEV2	Workaround exists OR regional. >5% of viewers affected.	One of two CDNs failing. iOS app crashing on launch. PlayReady failing on Tizen only.	Page on-call and manager in business hours; on-call only after-hours. Status page in 30 min.
SEV3	Localised or partial. <5% of viewers. Workaround obvious.	One ad creative causing player errors. One CDN POP misbehaving. Captions missing on one VOD title.	Page on-call in business hours; ticket for next morning after-hours. Slack channel only.
SEV4	Dashboard-visible, not user-visible.	Slow creep in startup time. Edge-cache miss-rate increase. Sporadic 4xx on non-critical endpoint.	Ticket. Address in next sprint.

## 3 — The seven dashboards · open them in this order, every time

- Origin health — segment 5xx rate, segment generation latency, manifest age in seconds since last update.
- Packager health — chunk-encoding latency, CMAF chunk gaps, audio/video timestamp drift.
- CDN edge health — per-POP cache miss rate, per-POP 5xx rate, per-POP origin pull rate.
- Manifest validity — does it parse? does it advance? are segment URLs reachable externally?
- DRM license server — license issuance rate, response latency, per-DRM (Widevine / FairPlay / PlayReady) errors.
- Player error code distribution — what error code, on what platform, version, ISP?
- ISP and CDN correlation — does the regression line up to a specific ISP or peering point?