

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

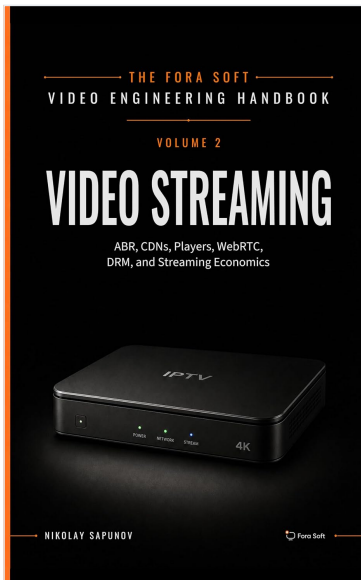
1 Confirm Is the alert real? Cross-check one independent source.	2 Scope How many viewers, which regions, which device classes?	3 Classify Pick SEV1-SEV4. Page IC. Post status-page placeholder in 15 min.	4 Dashboards Open the same seven, in the same order, every time.	5 Mitigate Stop the bleeding before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

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



GO DEEPER · VOLUME 3 OF 7

Video Streaming: A Complete Guide to Video Delivery

From ABR and CDNs to Players, WebRTC, DRM, and the Economics of Streaming

By Nikolay Sapunov, CEO at Fora Soft · 1,182 pages · Kindle & paperback on Amazon

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This runbook gives on-call a seven-step triage, a severity grid and the dashboards to open first. Volume 3 covers the systems those dashboards watch: CDN caching and edge behaviour, player recovery after stalls, DRM licence flows, QoE monitoring and the economics of delivery.

WHAT YOU WILL FIND INSIDE

- QoE monitoring and alerting
- Player stall recovery
- Delivery cost and capacity planning
- CDN caching and edge failures
- DRM licence servers in production

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Outages on your streaming service taking hours to diagnose?

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