

Incidents and their classification

Incident	Description	Priority	Event
The output stream is not provided	The service generates no stream to the delivery network ¹	1	Loss of stream
The output stream does not meet desired parameters	The service generates a stream having lower than expected parameters (bitrate, frame rate) or a discontinuity is experienced ²	2	Low quality
The output stream contains wrong content	The content shown by the output stream is other than expected considering the schedule provided by the customer ³	2	
The service console application cannot be accessed	The customer cannot access the service console application (access is denied or the service is not accessible)	2	No access
The live stream is not accepted by the service or no incoming stream detected	The live stream required for a live show scheduled in the next 24 hours is not accepted by the service or no incoming stream is detected by the service	2	
The customer staff cannot control the current or next-day play-list	The customer staff cannot access, view, modify, stop and re-start or control the currently running or next-day play-list (schedule)	2	Low response
The customer staff cannot upload content for the next 24 hours	The customer staff cannot upload content files required by schedules in the next 24 hours	2	Interface error
The customer staff cannot edit or upload a schedule for the days after the next day	The customer staff cannot create a new, upload or edit a schedule needed for the days after the next day	3	Interface error
The customer staff cannot upload content required after 24 hours	The customer staff cannot upload content files required by schedules after the next 24 hours.	3	Interface error

¹ Stream Circle is responsible for the delivery of a stream to a border of their network and cannot guarantee functionality of delivery of packets through other networks into the client ingest system

² Stream Circle is responsible for the quality of a stream on a border of their network and cannot guarantee quality of delivery of packets through other networks into the client ingest system

³ Stream Circle is responsible for the content of a stream on a border of their network and cannot guarantee content of packets delivered through other networks into the client ingest system

The customer staff cannot upload as-run-log	The customer staff cannot upload as-run-log data	3	Interface error
The customer staff cannot modify the service configuration	The customer staff cannot modify or edit schedule item presentation templates and/or service events	4	
Any other issues (software issues, minor bugs)		4	

Incident priority classes and response times

Customer with hi-availability service

- An 1-1 solution is purchased by the customer to run two independent streams per channel to provide the Hi-Availability service, the service is delivering two independent streams following the same schedule
- The stream is considered to be running if at least one of the streams in the Hi-Availability setup is running
- Expected stream up-time 99.99%
- Expected application service up-time 99.4%

Priority code	Description	Urgency/Impact	Target response time	Target resolution time ⁴
1	Critical	High/High	10 Minutes	20 Minutes
2	High	High/Medium Medium/High	30 Minutes	4 Hours
3	Medium	Medium/Medium High/Low Low/High	1 Hour	12 Hours
4	Low	Medium/Low Low/Medium Low/Low	1 Business Day	5 Business Days

⁴ Actual resolution time in priorities 1-3 subject to SLA conditions of a cloud services provider or availability of the on-premise installation

Customer with standard service

- Expected stream up-time 99.4%
- Expected application service up-time 99.4%

Priority code	Description	Urgency/Impact	Target response time	Target resolution time ⁵
1	Critical	High/High	10 Minutes	1 Hour
2	High	High/Medium Medium/High	30 Minutes	4 Hours
3	Medium	Medium/Medium High/Low Low/High	1 Hour	24 Hours
4	Low	Medium/Low Low/Medium Low/Low	1 Business Day	5 Business Days

The incidents are triggered either by a monitoring event or by an explicit request to solve the incident issued by the customer. The target response time is the time measured from the moment the event is delivered to the Stream Circle support team.

Definitions

Categories of urgency

Category	Description
High (H)	The damage caused by the Incident increases rapidly. Work that cannot be completed by customer staff is highly time sensitive. A minor Incident can be prevented from becoming a major Incident by acting immediately.
Medium (M)	The damage caused by the Incident increases considerably over time.
Low (L)	The damage caused by the Incident only marginally increases over time. Work that cannot be completed by customer staff is not time sensitive.

⁵ Actual resolution time in priorities 1-3 subject to SLA conditions of a cloud services provider or availability of the on-premise installation

Categories of impact

Category	Description
High (H)	A large number of viewers are affected and/or acutely disadvantaged in some way. The damage to the reputation of the customer's business is likely to be high.
Medium (M)	A moderate number of viewers are affected and/or inconvenienced in some way. The damage to the reputation of the customer's business is likely to be moderate.
Low (L)	A minimal number of viewers are affected and/or inconvenienced but not in a significant way. The damage to the reputation of the customer's business is likely to be minimal.

Monitoring events

The Stream Circle services are monitored by the following set of monitors triggering incident events:

Monitor	Description	Events triggered
Bitrate of the output network interface	The bitrate of the output network interface providing the output stream	Loss of stream ⁶
Rendering server instance	Availability of the rendering server instance	Loss of stream
Application server availability	Availability of the application server	No access
CPU load on rendering servers	Average CPU load of the rendering server	Low quality
CPU load on application servers	Average CPU load on the application server	Low response
Data Interface Error	The service reports error while using a data interface (data upload, data download)	Interface error

⁶ The loss of stream event in case of the High-Availability solution is triggered when and only when both streams are lost.