

Scoreguide Escalation Workflow

Problem definition

Scoreguide is not present – outage

Scoreguide is not updating – degradation

Groups involved in identifying and escalating the problem

ISSE – will monitor scoreguide for stale data/updates

BOC – will monitor scoreguide application availability (check continues to take place in all 3 shifts)

NOC – will receive communication of the problem from ISSE (stale data) and BOC (loss of scoreguide) and follow up with proper escalation

Group responsible for creating the incident

ISSE – will create an incident if the problem is stale data or scoreguide not updating.

ISSE will enter degradation time for OCC channels and BOC will enter degradation time for 24/7 channels.

BOC – will create an incident if the problem is loss of scoreguide/interactivity. BOC will enter outage time for 24/7 channels and ISSE will enter outage time for OCC channels.

Note: a task for the NOC should be entered on both incidents.

Scenario examples:

Scoreguide is not updating

ISSE will escalate to the NOC and inform BOC. One incident will be created by ISSE. ISSE will enter degradation time for OCC channels and BOC will enter degradation time for 24/7 channels with scoreguide. Task for the NOC should be present.

Scoreguide is down

BOC will escalate to the NOC and inform ISSE. One incident will be created by BOC. ISSE will enter degradation time for OCC channels and BOC will enter degradation time for 24/7 channels with scoreguide. Task for the NOC should be present.

Since ISSE is not staffed 24/7, Conus Operations will accumulate both functions between 11 pm – 8 am. Below are some things to look for when checking if scoreguide is updating.

From a Scoreguide perspective, there are three kinds of stale data outlined below. I must emphasize that before an operator escalates an issue, it should be verified on a couple of IRD's. Channel tuning away/back or rebooting the IRD may also be needed.

- 1.) **Start of Broadcast**- Every morning, a new schedule of games should be available. To verify this, simply select on any available genre (NBA, NHL, Soccer, etc.) and ensure that event start times are present for the games. If at the start of broadcast Scoreguide displays scores and a “final” status for all game chips, the

new schedule did not load and the issue should be escalated to WCTO Interactive (BOC to escalate to the NOC and they will call WCTO Interactive). I would classify this scenario as degradation.

- 2.) **Start of Event**- Data should be available anywhere from 1 - 15 minutes after an event has started. Games don't always start exactly at the time indicated and some data (soccer) takes longer than others to populate. I'd say a safe rule is that data should be present 20 minutes after a game has started. To verify this, the game in question needs to be in progress (say 7pm for example). If it's checked at 7:20pm and the game chip still shows only the event start time at 7pm, then most likely we have stale data and WCTO Interactive should be engaged (BOC to escalate to the NOC and they will call WCTO Interactive). I would classify this scenario as a degradation and degradation time would begin from the earliest game on the schedule if it did not update. In this case, degradation time would begin at 7pm.

- 3.) **Event in Progress**- As a live game progresses, Scoreguide should update along with it. It won't be in real time, there can be a few minutes difference between the live game and Scoreguide data. To verify, one would need to know how far along in the game they are (1st quarter, 1st inning, etc.). If the live game is in the 3rd quarter but Scoreguide shows 1st quarter, we have stale data and WCTO Interactive should be engaged (BOC to escalate to the NOC and they will call WCTO Interactive). I would classify this scenario as a degradation and degradation time would begin from the time the data went stale. We would need WCTO Interactive to provide us with this information after they review their log files.

1100 pm PT – 0800 am PT

During this time window, Conus Operations will check, troubleshoot and escalate for both scoreguide stale data and scoreguide application. Conus Operations will open the incident and enter outage/degradation time for 24/7 channels. Entering outage/degradation time on OCC channels will continue to be ISSE responsibility. Please communicate all issues that occurred during this time to ISSE first shift at 800 am.