VIDDCO – Support Model Overview

Technology Gone Wrong - Issue discovery, analysis, resolution

Monitoring, Alerting and Analysis Tools

VIDDCO
DELIVERY PLATFORM
- AWS
- SAVVIS
- Level (3) COMMUNICATIONS
- Akamai

- App Dynamics
- Catchpoint
- Circonus
- Splunk
- Others

CONVIVA — Conviva

Devices

Alerts !

VictorOps
- On-call scheduling
- Targeted alert broadcasting

Alert Delivery !
- Email
- Slack (#dp-operations)
- VO site post

VIDDCO DevOps
Rapid Resolution

Feature Teams

Deep-dive issue resolution

SREs
- Issue resolution
- Issue discovery
- Development

On-Call Team
24x7

NYC/San Diego

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SUPPORT   *Austin TX*
HARTE-HANKS (vendor)
- Fielding phone calls
- Fielding emails
- Monitoring social media

! **Alerts**
Email, Slack, TBD

Houdini
Hadron FVT
Affiliate login testing

! **Alerts**
Various

! **Alerts**
Email

Affiliate issues
1-hour review

Affiliates
ISPs
- ATT
- Comcast
- Cox
- Verizon
- others

Customers and Devices

"#&%?@!"

Complaint
- Email
- Social media

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! **Alerts**
Via email

C E S   *NYC*
- Supports vid only
- Analysis of emails
- Monitoring social media
- Email alerts to On-Call

Close contact

Q A   *NYC/Seattle*
- Manual monitoring/testing of new and updated service roll-outs
- Event night monitoring
- Detected alerts directly communicated to On-Call and other teams

H O T L I N E   *Non-DP*   *NYC*
- Affiliate support/interaction
- Linear support
- Distribution strategies
- All-communications mgmt

Good to know…
- **Zendesk** used to manage incoming emails
- **Hootsuite** used for social media analysis
- All monitoring is manual (human analysis), no automation
- CES staffed 9-5 M-F and 7-11pm Sun.

Good to know…
- Staffed 9-5 M-F
- 20+ QA staff members during coverage hours
- Ongoing QA tasks result in near continuous viewing of production environment

Good to know…
- Legacy organization, reports to MTIS
- 6am-10pm M-F coverage
- Off-hours coverage handled by Digital Media team, Hauppauge NY

CES — Customer Engagement Service team
FVT — Functional verification testing
QA — Quality Assurance team
SRE — Site reliability engineer