

## BENEFITS:

- Ensures a customer's key live event broadcast is successful and mitigates risk.
- Helps facilitate fast and successful issue resolution during the live broadcast
- Includes a mini system audit to ensure an optimized Qumu environment.
- Service can be customized to specify what combinations of days are most appropriate and which services are performed remote or onsite.

# Qumu Event Support

## Overview

Qumu Event Support is a key broadcast service performed by Qumu webcast and technology consultants and is designed to ensure a successful live broadcast event. The service is a combination of a system health check and onsite or remote support for the duration of the broadcast. The service is typically used for large live broadcast events (example, all hands meeting), and is often performed for key events which are scheduled right after completion of an initial Qumu implementation.

## Process

The key process objectives for ensuring success of the Event Support service include communication with various IT organizations within the company prior to a Live Event Broadcast, and involvement of network, operational, support and webcast teams in the process.

A best-practice is to orchestrate procedures to ensure that the Webcast team(s) managing the live event are notified if any major network changes are going to take place. In addition, the IT organization should notify the webcast(s) teams if any major hardware or OS upgrades have been planned so proactive management can be administrated rather than reactive scrambling due to operational impacts. In turn, the webcast team(s) should also notify the network group of any large scale webcasts (such as CEO events) that could affect the webcast.

Coordination and communication should also take place between the webcast team(s) and the support, portal and communications resources so that as issues are encountered, the various resources and teams are ready to react. If the event is global, coordination with various resources across the country should be planned to verify access to the webcast in the hours prior to an event. These people are typically resourced from the helpdesk, communications, and IT groups.

The Qumu Event Support service includes implementation of many of these best-practice communication processes and procedures as well as proactive assessment of the Qumu infrastructure and associated operating environment, prior to a live event broadcast.

## Deliverables

The Qumu Event Service can be a combination of several milestone services as outlined below:

- 2 Weeks Prior
  - Review, analysis, testing and cleanup. Discussions with network team
  - All patch upgrades on components completed, tested and frozen
- 1 Week Prior
  - Complete walkthrough of setting up the broadcast
- 1 Day Prior
  - Check the system and logs; run a mock broadcast;
  - Validate readiness
- Event Day
  - Broadcast walkthrough & verify the publishing points are setup
  - Perform Encoder availability verification.
  - Assist with broadcast issues post broadcast (customer specific)

