Live stream contingency plan

Decisions made before the show

VIRTUAL STUDIO EVENTS

Event | Date

Producer | Technical director

Platform contact | Version

Decision owners

One name per decision and a deputy.

Decision	Owner	Deputy	Time limit
Switch to the backup encoder or path	*Streaming engineer*	*Technical director*	*30 seconds*
Go to the holding slate	*Show caller*	*Producer*	*10 seconds*
Stop the stream and tell the audience	*Producer*	*Client lead*	*2 minutes*
Evacuate the room	*Venue duty manager*	*Floor manager*	*Immediate*

Encoder, line and platform failures

Technical failures of the path to the viewer.

Failure	Sign	Who calls it	Action	What viewers see	Holding slate
Primary encoder fails	*Encoder shows error, platform drops feed*	*Streaming engineer*	*Switch to backup encoder and restart stream*	*Frozen frame, then slate for under a minute*	*We are experiencing a technical issue and will be back shortly*
Venue line fails	*Upload drops to zero, packet loss climbs*	*Streaming engineer*	*Move to bonded cellular, then confirm bitrate*	*Lower quality or slate*	*We are reconnecting. Please stay with us*
Both streams fail	*No feed on platform from either path*	*Technical director*	*Go to platform holding slate, phone the platform, record locally*	*Slate, with updates on the event page*	*We have lost the live feed. Updates on this page. A recording will follow*
Platform outage	*Player fails for many viewers, platform status shows an incident*	*Producer*	*Post a message on the event page and email, move to the backup destination if agreed*	*Error page or buffering*	*The platform has an issue. Please use the backup link in your email*

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Content and venue failures

Failures of the show itself.

Failure	Sign	Who calls it	Action	What viewers see	Holding slate
Remote speaker drops	*Call lost or frozen picture*	*Show caller*	*Cut to host, try rejoin and phone-in, then move on*	*Host in the room*	*Our speaker is reconnecting. We will return in a moment*
Audio loss	*No level on the stream mix*	*Sound engineer*	*Switch to backup mix, then change to spare mic*	*Picture with no sound, then music bed*	*We are fixing a sound issue*
Power loss	*Gallery or room loses power*	*Technical director*	*Move to UPS, restart the encoder, tell the venue*	*Slate, or a dropped stream*	*We have a power issue. We will be back shortly*
Fire alarm	*Alarm sounds in the venue*	*Venue duty manager*	*Stop the stream, evacuate the room, secure the gallery*	*Slate for the pause*	*We have paused the broadcast for safety reasons. We will update you soon*
Speaker no-show	*Speaker not in green room at call time*	*Producer*	*Swap the run order, run a filler or a recording, call the speaker*	*Next item runs early*	*The next session will start shortly*

Agreed holding messages

Pre-approved words so nobody writes them under pressure.

Situation	On-screen text	Spoken line	Maximum time on slate
Short technical pause	*Technical issue. Back shortly*	*We are sorting out a technical issue and will return in a moment*	*2 minutes*
Extended pause	*We are working to restore the broadcast*	*We apologise for the delay. We are working to restore the broadcast*	*10 minutes*
Safety stop	*Paused for safety reasons*	*We have paused for safety reasons and will update you as soon as we can*	*Until cleared*

Audience communication

Where viewers hear from you if the player fails.

Which channel will carry updates (event page, email, social, chat)?	
Who writes and approves the first message, and how quickly?	
Who posts it, and from which account?	
What link will we give viewers if the primary page fails?	

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Triggers to stop the stream

What counts as a safety reason to stop, and who decides?	
What loss of audio, in seconds, is too long to continue?	
At what point do we stop a failing stream and record for later release?	
Who tells the client, and how?	

Rehearsal and review

Which two failures will we rehearse before doors?	
Who holds the printed plan at the gallery?	
Where do we log incidents and their times?	
When will we review the plan with the client after the event?	

How to use this

- Fill in owners and holding messages at the production meeting.
- Agree the time limit on each state and stick to it on the day.
- Print the plan and keep it at the gallery.
- Review the log after the show and add anything new.

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