

Contents

SOUTHGATE TERMINAL	1
## Port Operations Security Documentation	1
ADDITION TO: Node Isolation Procedure.docx	1
Network Diagnostics and Investigation SOP	1
Purpose	1
When to Use	1
Investigation Steps	2
Decision Matrix: Escalation vs. Continued Investigation	3
Required Communications	3
Investigation Tools and Commands	4
Documentation Requirements	4
Success Criteria	4
Related Procedures	4

SOUTHGATE TERMINAL

Port Operations Security Documentation

ADDITION TO: Node Isolation Procedure.docx

INSERT LOCATION: Add as new section after existing content

SECTION TITLE: Network Diagnostics and Investigation SOP

Network Diagnostics and Investigation SOP

Purpose

This procedure provides step-by-step guidance for investigating network anomalies, packet routing delays, and suspected malicious activity. Use when receiving reports of network performance issues or unusual traffic patterns.

When to Use

- Delayed packet routing to critical systems (e.g., ship manifest system)
- Packet queue spikes or unusual traffic patterns
- Cross-system timing anomalies that may indicate network issues
- Suspected external interference or malicious connections

Investigation Steps

Phase 1: Initial Assessment (First 5 minutes)

1. Identify Scope

- ☐ Note specific systems affected (manifest, AIS, CCTV, etc.)
- ☐ Record time of initial report
- ☐ Identify reporting source and reliability

2. Quick System Check

- ☐ Check Node-04 traffic status and packet queues
- ☐ Review recent configuration changes
- ☐ Verify external gateway connectivity

3. Document Initial Findings

- ☐ Record baseline metrics before investigation
- ☐ Note any obvious patterns or anomalies

Phase 2: Detailed Investigation (Next 10 minutes)

1. Traffic Analysis

- ☐ Analyse packet queue origins and destinations
- ☐ Check for unusual connection patterns
- ☐ Review bandwidth utilisation trends
- ☐ Identify any automated traffic spikes

2. Cross-System Correlation

- ☐ Compare network event timing with AIS anomalies
- ☐ Check correlation with CCTV or operational disruptions
- ☐ Review vendor system access logs

3. External Gateway Diagnostics

- ☐ Test external connectivity and latency
- ☐ Review firewall and security logs
- ☐ Check for blocked or suspicious connections

Phase 3: Analysis and Decision (Final 5 minutes)

1. Pattern Analysis

- ☐ Determine if issue is isolated to local switch
- ☐ Assess potential for upstream network degradation
- ☐ Evaluate signs of external interference

2. Impact Assessment

- ☐ Document affected systems and operations
- ☐ Estimate operational impact if network isolation required
- ☐ Consider safety implications

Decision Matrix: Escalation vs. Continued Investigation

CONTINUE LOCAL INVESTIGATION IF:

- Issue appears isolated to local network
- Clear technical cause identified
- Low operational impact
- Recent configuration changes may be cause

ESCALATE TO CYBER TEAM IF:

- Evidence of external interference
- Multiple unrelated systems affected
- Unusual or sophisticated attack patterns
- Cannot identify clear technical cause within 20 minutes

COORDINATE WITH OPERATIONS BEFORE:

- Isolating any nodes that affect operations
- Making changes that could impact CCTV or AIS
- Implementing network restrictions

Required Communications

To Operations Team:

- “Network investigation underway. [System] may need isolation - operational impact: [description]”
- “Network issue appears [local/external]. Recommend [continue operations/prepare for manual mode]”

To Incident Coordinator:

- “Network investigation status: [findings]. Escalation [required/not required]. Timeline: [estimate]”

To Executive/Legal (if external threat suspected):

- “Network anomalies suggest potential external factor. Recommend legal review of vendor relationships and contracts”

Investigation Tools and Commands

- Network monitoring dashboard
- Packet capture tools
- Traffic analysis utilities
- External connectivity tests
- Security log review tools

Documentation Requirements

- **Incident Log Entry:** All investigation steps and findings
- **Timeline:** Correlation with other system events
- **Evidence:** Packet captures if malicious activity suspected
- **Decisions:** Rationale for escalation or continued local response

Success Criteria

- Clear determination of network issue scope and cause
- Informed decision about escalation to cyber specialists
- Other teams briefed on network status and potential impacts
- Documentation complete for post-incident analysis

Related Procedures

- Use with: Signal Anomaly Response (for AIS correlation)
- Coordinate with: Manual Ops SOP (if network isolation required)
- Escalate to: Technical Containment Guide (if cyber threat confirmed)