SOUTHGATE TERMINAL

Port Operations Security Documentation

Technical / Ops Procedures – Downtime Impact Estimator

Purpose:
To provide a structured framework for estimating the operational and business impact of system or service outages during an incident. This helps inform crisis decisions, stakeholder communication, and post-event cost review.

When to Use

• During an incident with disruption to planning, scheduling, or physical ops systems
• Following a failed service restart or manual override
• Before stakeholder or executive updates involving impact scale

Step 1: Identify Impacted Systems

• Tick all that apply and add estimated disruption:

- AIS Feed → ☐ Disruption: ___ mins
- GPS Service → ☐ Disruption: ___ mins
- Container Scheduler → ☐ Disruption: ___ mins
- Crane Feedback Link → ☐ Disruption: ___ mins
- Berth Planner Tool → ☐ Disruption: ___ mins
- CCTV/Perimeter Feed → ☐ Disruption: ___ mins

Step 2: Estimate Operational Effects

• Delayed ship arrivals or departures? ___ ships delayed (ETA impact: ___ mins)
• Containers not moved or misrouted? ___ total affected
• Manual crane lifts required? ___ (estimate)
• Missed manifest window / customs errors? ☐ Yes ☐ No
• Unplanned overtime or shift disruption? ☐ Yes ☐ No

Step 3: Estimate Financial & Business Risk

• Daily operational throughput loss (if applicable): AU$ _____
• Downtime period cost multiplier (labour, fuel, port fees): ☐ Mild ☐ Moderate ☐ High
• Reputational flags:

- Delayed customer shipment
- Missed KPI with shipping partner
- News/media escalation risk

Step 4: Confidence & Communication Flag

• Confidence in estimates:

☐ Low (very limited visibility)

☐ Medium (based on partial logs or Ops feedback)

☐ High (corroborated across systems and teams)

• Communication ready for:

☐ Executive Brief

☐ Legal Hold / Review

☐ Public Messaging Draft

Notes / Additional Context:
(Add any specific causes, patterns, or technical constraints that shaped the estimate.)

Owner: Ops Lead
Reference: TECH-09
Version: 1.0
Approved by: Cyber-Ops Coordination Cell