

# INCIDENT\_COORDINATOR\_QUICK\_REFERENCE\_CARD

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- [SOUTHGATE TERMINAL](#)
  - [Incident Coordinator Quick Reference Card](#)
    - [75-Minute Crisis Coordination Guide](#)
  - [PURPOSE](#)
  - [PHASE 1 \(0-15 Minutes\) - Incident Activation & Setup](#)
    - [INITIAL COORDINATION INDICATORS](#)
    - [IMMEDIATE SETUP ACTIONS](#)
    - [ESSENTIAL DOCUMENTS](#)
    - [COORDINATION FRAMEWORK SETUP](#)
    - [INITIAL ASSESSMENT MATRIX](#)
    - [PHASE 1 COORDINATION PRIORITIES](#)
  - [PHASE 2 \(15-35 Minutes\) - Multi-Domain Crisis Management](#)
    - [ESCALATING COMPLEXITY](#)
    - [CRITICAL COORDINATION DECISIONS](#)
    - [KEY DOCUMENTS NEEDED](#)
    - [RESOURCE CONFLICT RESOLUTION](#)
    - [INFORMATION FLOW MANAGEMENT](#)
  - [PHASE 3 \(35-55 Minutes\) - Peak Complexity Coordination](#)
    - [MAXIMUM COORDINATION CHALLENGES](#)
    - [COORDINATOR CRITICAL TASKS](#)
    - [CRITICAL DOCUMENTS](#)
    - [DEADLINE TRACKING MATRIX](#)
    - [MULTI-TEAM DEPENDENCIES](#)
  - [PHASE 4 \(55-75 Minutes\) - Resolution & Reporting](#)
    - [FINAL PHASE COORDINATION](#)
    - [END-GAME COORDINATION PRIORITIES](#)
    - [ESSENTIAL FINAL DOCUMENTS](#)
    - [MINISTERIAL BRIEF COMPONENTS](#)
    - [EVIDENCE COORDINATION](#)
  - [COORDINATION TOOLS & TECHNIQUES](#)

- [COMMUNICATION MANAGEMENT](#)
- [DECISION TRACKING](#)
- [CONFLICT RESOLUTION PROTOCOLS](#)
  - [COMMON CONFLICTS](#)
  - [RESOLUTION FRAMEWORK](#)
  - [ESCALATION TRIGGERS](#)
- [RESOURCE MANAGEMENT](#)
  - [RESOURCE TYPES](#)
  - [ALLOCATION PRINCIPLES](#)
  - [RESOURCE TRACKING](#)
- [EXECUTIVE BRIEFING SUPPORT](#)
  - [BRIEFING PREPARATION](#)
  - [EXECUTIVE DECISION SUPPORT](#)
  - [BRIEFING FORMAT](#)
- [PHASE TRANSITION MANAGEMENT](#)
  - [PHASE RECOGNITION](#)
  - [TRANSITION ACTIONS](#)
  - [HANDOVER PROTOCOL](#)
- [CRITICAL SUCCESS FACTORS](#)
  - [EFFECTIVE COORDINATION](#)
  - [COMMON PITFALLS](#)
  - [COORDINATOR PRINCIPLES](#)
- [QUICK REFERENCE MATRICES](#)
  - [Priority Matrix](#)
  - [Communication Matrix](#)
  - [Decision Matrix](#)

# SOUTHGATE TERMINAL

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## Incident Coordinator Quick Reference Card

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### 75-Minute Crisis Coordination Guide

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## PURPOSE

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This card guides the Incident Coordinator in managing multi-team response during the port cybersecurity incident, ensuring effective coordination, resource allocation, and information flow without revealing specific scenario details.

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## PHASE 1 (0-15 Minutes) - Incident Activation & Setup

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### INITIAL COORDINATION INDICATORS

- **Multiple Alerts:** Teams reporting various anomalies
- **System Issues:** Technical problems across platforms
- **Communication Needs:** Teams requiring coordination
- **Escalation Potential:** Signs of larger incident

### IMMEDIATE SETUP ACTIONS

1. **Establish Hub:** Set up coordination centre
2. **Contact Teams:** Verify all team leads online
3. **Communication Rhythm:** Set 15-minute update cycle
4. **Documentation:** Start master incident log

### ESSENTIAL DOCUMENTS

- `Inter_Team_Communication_Protocol.pdf` - Communication setup
- `Crisis_Escalation_Tree.pdf` - Escalation framework
- `Multi_System_Failure_Coordination_Guide.pdf` - Coordination procedures
- `Incident_Reporting_Guide_(Technical).pdf` - Documentation standards

### COORDINATION FRAMEWORK SETUP

**Team Status Board:**

TEAM	LEAD	STATUS	PRIORITY	FOCUS
Technical	[Name]	Active	[Current task]	
Operations	[Name]	Active	[Current task]	
Legal	[Name]	Active	[Current task]	
Media	[Name]	Active	[Current task]	
Executive	[Name]	Active	[Current task]	

INITIAL ASSESSMENT MATRIX

- Technical findings → Operational impact
- Operational impact → Legal requirements
- Legal requirements → Media constraints
- Media pressure → Executive decisions
- Executive decisions → Resource allocation

PHASE 1 COORDINATION PRIORITIES

1. Ensure all teams have necessary resources
2. Identify system dependencies
3. Prevent conflicting actions
4. Maintain information flow
5. Document key decisions

PHASE 2 (15-35 Minutes) - Multi-Domain Crisis Management

ESCALATING COMPLEXITY

- **Cross-System Failures:** Multiple platforms affected
- **Vendor Complications:** Third-party issues emerging
- **Resource Competition:** Teams needing same resources
- **External Pressure:** Media and stakeholder interest

CRITICAL COORDINATION DECISIONS

1. **Resource Allocation:** Who gets priority support?
2. **Information Sharing:** What needs immediate distribution?

- 3. **Conflict Resolution:** How to resolve team disputes?
- 4. **Escalation Timing:** When to involve executives?

KEY DOCUMENTS NEEDED

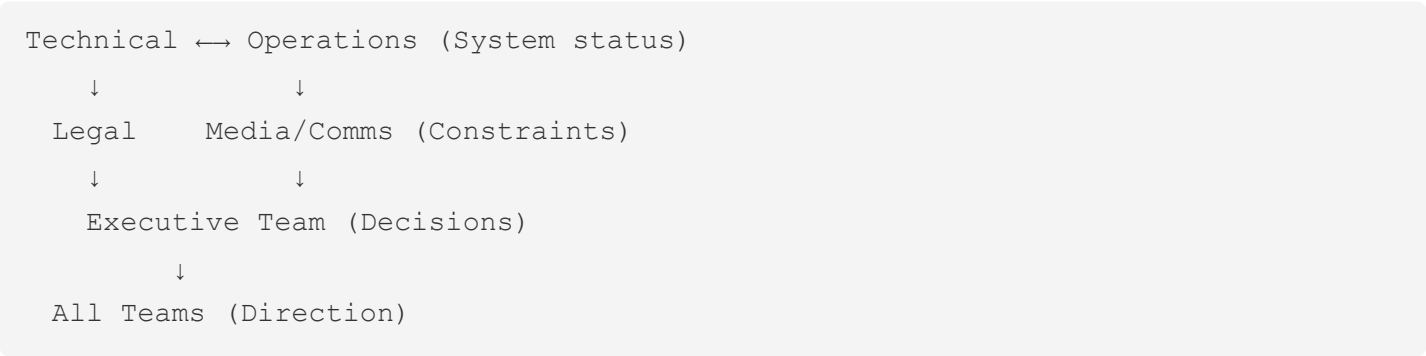
- `Resource_Prioritisation_and_Conflict_Resolution_Process.pdf` - Resource decisions
- `Executive_Briefing_Template_and_Schedule.pdf` - Executive updates
- `Workforce_Safety_Communication_Protocol.pdf` - Safety coordination
- Previous phase documents remain active

RESOURCE CONFLICT RESOLUTION

**Priority Framework:** 1. **Safety Critical:** Always first priority 2. **Legal/Regulatory:** Compliance deadlines 3. **Operational:** Business continuity 4. **Investigative:** Root cause analysis 5. **Communication:** Stakeholder management

**Conflict Resolution Steps:** 1. Identify competing needs 2. Apply priority framework 3. Propose compromise solution 4. Get executive approval if needed 5. Document decision rationale

INFORMATION FLOW MANAGEMENT



PHASE 3 (35-55 Minutes) - Peak Complexity Coordination

MAXIMUM COORDINATION CHALLENGES

- **Regulatory Pressure:** Multiple compliance deadlines
- **Operational Decisions:** Safety vs continuity tensions
- **Media Intensity:** Real-time response needed
- **Investigation Needs:** Evidence vs operations conflict

COORDINATOR CRITICAL TASKS

- 1. **Timeline Management:** Track all deadlines
- 2. **Decision Facilitation:** Help teams reach consensus
- 3. **Information Synthesis:** Compile unified picture
- 4. **Escalation Management:** Know when to elevate
- 5. **Documentation:** Maintain decision audit trail

CRITICAL DOCUMENTS

- `Crisis_De_escalation_Criteria_and_Process.pdf` - De-escalation planning
- `Safety_Risk_Assessment_Template.pdf` - Risk coordination
- `Regulatory_Timeline_Compliance.pdf` - Deadline tracking
- All previous documents remain relevant

DEADLINE TRACKING MATRIX

DEADLINE	REQUIREMENT	TEAM	STATUS
Immediate	Safety decisions	Ops/Tech	[Status]
2 hours	Initial notices	Legal	[Status]
4 hours	Regulatory filing	Legal	[Status]
6 hours	Media statement	Media	[Status]
24 hours	Full report	All	[Status]

MULTI-TEAM DEPENDENCIES

**Technical → Operations:** - System availability updates - Safety system status - Recovery timelines

**Operations → Legal:** - Safety incident reports - Regulatory triggers - Operational decisions

**Legal → Media:** - Communication constraints - Approved language - Disclosure limits

**Media → Executive:** - External pressure - Reputation risks - Response needs

PHASE 4 (55-75 Minutes) - Resolution & Reporting

FINAL PHASE COORDINATION

- **Ministerial Briefing:** Government reporting required

- **Evidence Collection:** Forensic packages needed
- **Media Culmination:** Final statements pending
- **Operational Decisions:** Long-term continuity planning

END-GAME COORDINATION PRIORITIES

1. **Report Compilation:** Gather all team inputs
2. **Evidence Assembly:** Coordinate technical packages
3. **Decision Documentation:** Complete audit trail
4. **Briefing Preparation:** Support executive needs
5. **Transition Planning:** Next phase preparation

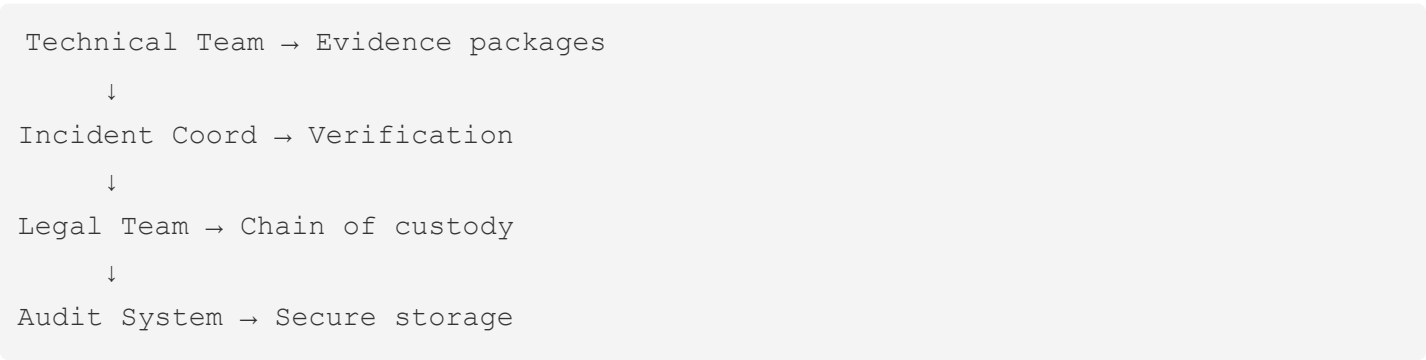
ESSENTIAL FINAL DOCUMENTS

- Incident Log Closure Protocol.pdf - Closure procedures
- All previous phase documents
- Team-specific summaries
- Master timeline compilation

MINISTERIAL BRIEF COMPONENTS

**Compile from all teams:** 1. Incident timeline (Technical/Ops) 2. Impact assessment (Operations) 3. Legal compliance status (Legal) 4. Public communications (Media) 5. Strategic response (Executive)

EVIDENCE COORDINATION



# COORDINATION TOOLS & TECHNIQUES

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## COMMUNICATION MANAGEMENT

### 15-Minute Update Cycle:

```
:00 - Team status collection
:05 - Synthesis and conflicts
:10 - Decision facilitation
:15 - Updates distributed
```

### Status Update Template:

```
TEAM: [Name]
TIME: [HH:MM]
STATUS: [Green/Amber/Red]
CURRENT: [Active task]
NEEDS: [Resources/decisions]
BLOCKS: [Issues faced]
NEXT: [Planned action]
```

## DECISION TRACKING

**Document Every Decision:** - Time of decision - Teams involved - Options considered - Rationale - Approver - Impact

### Decision Log Format:

```
DEC-001 | HH:MM | [Decision summary]
Teams: [Involved teams]
Rationale: [Why this choice]
Approved: [Authority]
Impact: [Expected outcome]
```

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## CONFLICT RESOLUTION PROTOCOLS

### COMMON CONFLICTS

1. **Technical vs Operations:** Isolation vs continuity
2. **Legal vs Media:** Transparency vs protection



3. **Operations vs Executive:** Safety vs business
4. **Technical vs Legal:** Investigation vs compliance

## RESOLUTION FRAMEWORK

1. **Identify:** Core conflict issue
2. **Prioritise:** Apply safety>legal>business
3. **Options:** Generate alternatives
4. **Compromise:** Find middle ground
5. **Escalate:** If no resolution
6. **Document:** Record outcome

## ESCALATION TRIGGERS

- Safety disagreement
  - Legal compliance conflict
  - Resource deadlock
  - Timeline impossibility
  - Authority exceeded
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## RESOURCE MANAGEMENT

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### RESOURCE TYPES

- **Human:** Subject matter experts
- **Technical:** Systems and tools
- **Time:** Deadline management
- **Authority:** Decision rights
- **Information:** Data access

### ALLOCATION PRINCIPLES

1. Safety requirements first
2. Regulatory deadlines second
3. Business continuity third
4. Investigation fourth

5. Communication fifth

RESOURCE TRACKING

RESOURCE	ASSIGNED TO	PURPOSE	DURATION
SME-Network	Technical	Analysis	2 hours
Legal-Senior	Legal	Regulatory	1 hour
Ops-Spotters	Operations	Safety	Ongoing

EXECUTIVE BRIEFING SUPPORT

BRIEFING PREPARATION

**Gather from teams:** 1. Technical summary (simplified) 2. Operational impact (quantified) 3. Legal position (clear recommendations) 4. Media situation (current pressure) 5. Strategic options (decision ready)

EXECUTIVE DECISION SUPPORT

**Present options with:** - Pros and cons - Risk assessment - Resource requirements - Timeline implications - Recommendation

BRIEFING FORMAT

SITUATION:	[One paragraph summary]
IMPACT:	[Bullet points]
OPTIONS:	[2-3 clear choices]
RISKS:	[Key considerations]
RECOMMENDATION:	[Clear action]
DECISION REQUIRED:	[Specific ask]

PHASE TRANSITION MANAGEMENT

PHASE RECOGNITION

- Increasing complexity → New phase
- Major new element → Phase shift
- Stakeholder change → Evolution

- Time markers → Phase progression

## TRANSITION ACTIONS

1. Brief all teams on phase shift
2. Update priorities
3. Adjust resources
4. Reset communication rhythm
5. Document transition

## HANDOVER PROTOCOL

**If coordinator changes:** 1. Status summary to successor 2. Decision log transfer 3. Open items list 4. Key contact update 5. Brief 1:1 handover

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## CRITICAL SUCCESS FACTORS

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### EFFECTIVE COORDINATION

1. **Clear Communication:** No ambiguity
2. **Timely Decisions:** Don't let issues fester
3. **Resource Awareness:** Know what's available
4. **Team Support:** Enable, don't control
5. **Documentation:** Audit trail complete

### COMMON PITFALLS

- Taking over team decisions
- Information hoarding
- Delayed escalation
- Poor documentation
- Conflict avoidance

### COORDINATOR PRINCIPLES

- Facilitate, don't dictate
- Synthesize information

- Enable team success
- Manage up and down
- Stay calm under pressure

## QUICK REFERENCE MATRICES

### Priority Matrix

URGENT + IMPORTANT = Do First  
URGENT + NOT IMPORTANT = Delegate  
NOT URGENT + IMPORTANT = Schedule  
NOT URGENT + NOT IMPORTANT = Drop

### Communication Matrix

OPERATIONAL → Real-time updates  
STRATEGIC → Scheduled briefs  
CRISIS → Immediate escalation  
ROUTINE → Document and batch

### Decision Matrix

SAFETY IMPACT → Immediate decision  
LEGAL REQUIREMENT → Quick consultation  
BUSINESS IMPACT → Considered choice  
PREFERENCE → Team discretion

**Remember:** Your role is to enable teams to succeed through coordination, not to make their decisions. Focus on information flow, resource allocation, and conflict resolution while maintaining the big picture view.

**Reference:** IC-QRC-01 | **Version:** 1.0 | **Classification:** Incident Coordinator Use