# 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