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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