

OPERATIONS_TEAM_QUESTIONS

SOUTHGATE TERMINAL

Facilitator Questions - OPERATIONS TEAM

75-Minute Cyber Crisis Exercise

PURPOSE

These questions help facilitators guide and assess the Operations Team's safety management, operational continuity, and manual procedure implementation throughout the exercise.

TIMING OPTIONS

- **Option A:** Ask questions every 10 minutes for continuous assessment
 - **Option B:** Ask at phase transitions (T+30, T+60, T+90)
 - **Option C:** Ask at safety decision points
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PHASE 1: Early Warning & Assessment (T+0 to T+30)

P1-1 Questions (T+0 to T+10)

Question: "Is there any operational impact from packet delays? Have you clarified with Technical?"

Look for: - Operational awareness - Technical coordination - Impact assessment

Notes: _____

P1-2 Questions (T+10 to T+20)

Question: "Have you verified the AIS disappearance visually? Did you escalate visibility checks?"

Look for: - Visual verification procedures - CCTV utilisation - Safety assessment

Notes: _____

P1-3 Questions (T+20 to T+30)

Question: "Have you cross-checked CCTV visuals against AIS anomalies? Are manual tracking protocols ready?"

Look for: - Manual procedure readiness - Safety protocol preparation - Resource allocation

Notes: _____

PHASE 2: System Degradation Response (T+30 to T+60)

P2-1 Questions (T+30 to T+40)

Question: "Are manual operations necessary due to scheduler anomalies? What's your safety assessment?"

Look for: - Manual operation decision - Safety prioritisation - Workforce briefing

Notes: _____

P2-2 Questions (T+40 to T+50)

Question: "Have manual routing protocols been implemented effectively? What's your operational status?"

Look for: - Implementation effectiveness - Capacity management - Safety maintenance

Notes: _____

P2-3 Questions (T+50 to T+60)

Question: "Have you validated the effectiveness of manual operations? Is your operational report ready?"

Look for: - Performance metrics - Sustainability assessment - Documentation quality

Notes: _____

PHASE 3: Crisis Operations Mode (T+60 to T+70)

P3-1 Questions (T+60 to T+70)

Question: "What's the operational impact of container routing issues? Have safety protocols been implemented?"

Look for: - Misrouting response - Safety measures - Crew confidence

Notes: _____

PHASE 4: Sustained Emergency Operations (T+90 to T+120)

P4-1 Questions (T+90 to T+100)

Question: "Have all teams consolidated and verified their documentation? Are final reports accurate?"

Look for: - Operational documentation - Safety incident records - Performance metrics

Notes: _____

P4-2 Questions (T+100 to T+110)

Question: "Have final reports been validated for alignment and accuracy? Any outstanding concerns?"

Look for: - Operational lessons learned - Safety improvements - Unresolved issues

Notes: _____

P4-3 Questions (T+110 to T+120)

Question: "Are final forensic and operational reports clearly documented and submitted?"

Look for: - Report completeness - Recovery recommendations - Future operations planning

Notes: _____

OVERALL ASSESSMENT CRITERIA

Safety Management

- ☐ Safety prioritised throughout
- ☐ Crew welfare maintained
- ☐ Risk assessments completed
- ☐ Incidents properly managed

Operational Continuity

- ☐ Manual procedures effective
- ☐ Capacity optimised safely
- ☐ Resources well allocated
- ☐ Communication maintained

Decision Making

- ☐ Timely safety decisions
 - ☐ Clear halt/continue choices
 - ☐ Workforce confidence maintained
 - ☐ Documentation complete
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GENERAL OBSERVATIONS

Safety Performance: _____

Operational Decisions: _____

Team Strengths: _____

Improvement Areas: _____

Facilitator: _____ **Date:** _____ **Exercise ID:** _____