# Phase 3 Facilitator Guide – Incident Coordinator Team

## Phase Overview: Full Crisis Realised (T+60 to T+90)

Phase 3 represents a crescendo of cross-team activity. The Incident Coordinator must keep the full picture clear: tracking injects, aligning team actions, confirming escalation milestones, and maintaining the decision log. This is the peak coordination burden of the scenario.

This phase tests:

* Cross-team synchronisation
* Real-time timeline accuracy
* Confirmation of executive decisions and documentation

## Injects Observed by Coordinator

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

**INJ010A:** Network scan from vendor subnet (Tech)  
**INJ010B:** Container routing errors (Ops)  
**INJ010D:** Port Authority notification discussion (Legal)  
**INJ010E:** Media asks Exec for direction

**Facilitator Notes (P3-1)**

* Ensure timeline shows simultaneous technical, legal, and operational developments
* Prompt:
  + "Are you tagging cross-team connections between these injects?"
  + "Has any team triggered escalation?"

### P3-2 (T+70 to T+80)

**INJ011D:** Crane system failures (Tech/Ops)  
**INJ011E:** Union tweet and morale concerns (Media/Legal)

**Facilitator Notes (P3-2)**

* Coordinator must capture both tech faults and reputational impact
* Prompt:
  + "Are you documenting this as a critical junction in the timeline?"
  + "What’s the escalation status for crane and union issues?"

### P3-3 (T+80 to T+90)

**INJ012A:** Log deletion found (Tech)  
**INJ012B:** Second media request to CEO (Exec)  
**INJ012D:** Dock Supervisor morale crisis (Ops)  
**INJ012E:** Press crew arrives on site (Media)

**Facilitator Notes (P3-3)**

* This is a decisive moment. Document decisions made under pressure.
* Prompt:
  + "Is the CEO response recorded and time-stamped?"
  + "Are containment and morale actions logged as part of the incident timeline?"

## Coordinator Role Expectations

* Maintain timeline of injects, cross-team responses, and decision points
* Confirm escalation decisions are recorded and time-stamped
* Facilitate traceable documentation for debrief

**Key Policy References:**

* Coordinator Handbook – Page 4
* Decision Tracker Template

## Coordinator Decision Point – Phase 3

**Decision: Log Formal Crisis Declaration and CEO Media Response?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Option** | **Description** | **Implication** | **Score** |
| ✅ Record full escalation, time-stamp CEO response | Complete | Enables clear debrief and accountability | +10 |
| ⚠️ Partial logging without cross-reference | Incomplete | Harder to analyse post-scenario | +1 |
| ❌ Miss key entries, timeline incomplete | Poor oversight | Undermines entire coordination role | -8 |

## End-of-Phase Checkpoint Prompt

At or near **T+90**, facilitator should ask:

"Coordinator — are all escalation events, cross-team interactions, and CEO/media decisions recorded? Is your log current and shareable?"

Ensure all events are time-stamped and key decisions noted.

## Tip for Facilitator

If gaps exist:

* Ask for rapid debriefs from each team
* Cross-check timeline against inject schedule
* Flag any undocumented escalation paths

#### End of Phase 3 – Incident Coordinator Team Facilitator Guide