# Phase 1 Facilitator Guide – Operations / Logistics Team

## Phase Overview: Disruption Emerges (T+0 to T+30)

Phase 1 challenges the Ops team to maintain throughput and safety despite emerging system uncertainties. Anomalies in AIS and CCTV systems may disrupt visibility and scheduling, prompting operational safety decisions and coordination with Technical.

This phase tests:

* Situational awareness under uncertainty
* Safety-first decision-making
* Coordination with Tech and Executive

## Injects Relevant to Operations

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

**INJ001A:** Delayed packet routing to manifest system (may be escalated to Ops)

**INJ001B:** Packet queue spike (Tech will act, but Ops may be informed)

**Facilitator Notes (P1-1)**

* Ops may not act yet but should be watching system health.
* Look for early signs of coordination with Tech.
* Prompt:
  + “Are your manifest systems experiencing any impact?”
  + “Have you received any briefings from Tech about delays or anomalies?”

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

**INJ002A:** AIS dashboard hides Ship\_Alpha

**Facilitator Notes (P1-2)**

* Ops should recognise the AIS issue as critical.
* Consideration of manual fallback may start now.
* Prompt:
  + “Has Ship\_Alpha’s disappearance affected scheduling?”
  + “Do you have a plan for manual routing if needed?”

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

**INJ003A:** CCTV blackout triggered on dashboard

**INJ003B:** Blind zone reported by Dock Supervisor

**INJ003F:** Dockmaster email warning that blackout is dangerous

**Facilitator Notes (P1-3)**

* This is the key moment: Ops should decide whether to restrict access.
* Watch for reference to Ops SOP or communication to Exec.
* Prompt:
  + “Is CCTV failure impacting any live operations?”
  + “Do you need to restrict access to the affected zones?”

## Operations Role Expectations

* Respond to disruptions in visibility or routing
* Coordinate with Tech and Dock teams
* Prioritise safety and service continuity

**Key Policy References:**

* Ops SOP – Section 4.3 (Sensor Outage Protocol)
* Downtime Impact Estimator

## Operations Decision Point – Phase 1

**Decision: Restrict Access to CCTV-Impacted Areas?**

| **Option** | **Description** | **Implication** | **Score** |
| --- | --- | --- | --- |
| ✅ Restrict access, notify Exec | Safety-first | Reduces risk, aligns with policy | +8 |
| ⚠️ Monitor zone, delay action | Neutral | Maintains flow, minor risk | +1 |
| ❌ Ignore issue, keep normal ops | Negligent | High risk, potential liability | -6 |

## End-of-Phase Checkpoint Prompt

At or near **T+30**, facilitator should ask:

“Ops team — have you restricted any access zones or taken safety actions in response to CCTV or AIS failures? Have you notified the Executive team?”

Ensure operational response is documented.

## Tip for Facilitator

If Ops has not acted:

* Remind them of INJ003B and INJ003F
* Ask if they’ve referenced the Downtime Impact Estimator
* Encourage escalation to Executive if any risk exists

#### End of Phase 1 – Operations / Logistics Team Facilitator Guide