Business Continuity Manual

Business Continuity Plan: F5

e-Security Gates and Assisted Channels

		Signature	Revision	Effective Date
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B. Malfunction of e-Security Gate / Assisted Channel

1.0 Failure Impacts

- Automated verification of passenger's travel documents and boarding passes may be interrupted.
- Passenger's token enrollment and validation may be interrupted.
- Passenger's tokens may not be used at the e-Security Gate.
- Passengers congestion at the security channels.

1. Scenario 1 – Failure of a single e-Security Gate / Assisted Channel at one Checkpoint

   a. AVSECO-IAC Action:
      i. Instruct AVSECO-TAD to turn-off the machine;
      ii. Advise AVSECO-TAD to ensure the entrance doors / gate of the machine are in a closed position;
      iii. Instruct AVSECO-TAD to direct passengers to other available e-Security Gates / Assisted Channels;
      iv. Report any failure of e-Security Gates or Assisted Channels and equipment to the AA-ADM and AA-SOCC;
      v. Coordinate with the Command Post of AVSECO-TAD to request AA-SOCC and AA-FRT to repair the e-Security Gate/Assisted Channel;
      vi. Make log records / entries for the incident in the maintenance record book; and
      vii. Coordinate with the Command Post of AVSECO-TAD to make entry in the Fault Report Record.

   b. ITD Action:
      i. Upon receiving report from AVSECO-IAC, AA-SOCC will conduct checks of the concerned e-Security Gates, and identify the on-site impact;
      ii. AA-SOCC will inform AVSECO-IAC on the fault impact, and coordinate with AVSECO-IAC for the on-site support arrangements;
      iii. AA-SOCC will coordinate with the AA-EGATE Maintenance Team to trouble shoot, and follow up on the fault of e-Security Gate/Assisted Channel until there is service resumption; and
      iv. In case of suspected cyber-attack, for further investigation, AA-SOCC will inform the Risk & Cybersecurity Section of AA-ITD.

   c. TSI Action:
      i. Upon received service request from AA-SOCC, the AA-FRT will check the power supply to the e-Security Gate / Assisted channel.

2. Scenario 2 – Failure of a cluster of e-Security Gates at one Checkpoint

   a. AVSECO-IAC Action:
      i. Instruct AVSECO-TAD to turn-off the machines;
      ii. Advise AVSECO-TAD to ensure the entrance doors / gates of the machines are in the closed position;
      iii. Instruct AVSECO-TAD to direct passengers to other available e-Security Gates / Assisted Channels;
      iv. Report any failure of e-Security Gates or Assisted Channels and equipment to the AA-ADM and AA-SOCC;
      v. Coordinate with the Command Post of AVSECO-TAD to request AA-SOCC and AA-FRT for repairs the e-Security Gates / Assisted Channels;
      vi. Instruct AVSECO-TAD to have mobile PBS and / or re-deploy staff for security verification, as needed;
      vii. Make log records / entries for the incident in the maintenance record book; and
      viii. Coordinate with the Command Post of AVSECO-TAD to make entries in the Fault Report Record.

   b. ITD Action:
      i. Upon receiving report from AVSECO-IAC, AA-SOCC will conduct checks on the concerned e-Security Gates and identify the on-site impact;
      ii. AA-SOCC will inform AVSECO-IAC on the fault impact and coordinate with AVSECO-IAC for on-site support arrangements;
      iii. AA-SOCC will coordinate with the AA-EGATE Maintenance Team to trouble shoot, and follow up on the fault of e-Security Gates / Assisted Channels, until service resumption; and
      iv. In case of suspected cyber-attack, for further investigation, the AA-SOCC will inform the Risk & Cybersecurity Section of the AA-ITD.

   c. TSI Action:
      i. Upon received service request from AA-SOCC, the AA-FRT will check the power supply to the e-Security Gates / Assisted channels.

   d. TOD Action:
      i. Upon receiving the notification from AVSECO-IAC, the AA-TOD will coordinate with the contractor and AVSECO-TAD to set up crowd management facilities and deploy adequate manpower for crowd control, as needed.

3. Scenario 3 – Failure of all e-Security Gates / Assisted Channels at one Checkpoint

   a. AVSECO-IAC Action:
      i. Coordinate with the Command Post of AVSECO-TAD to immediately to call the NEC maintenance hotline, and request AA-

SOCC for urgent repair of the identified e-Security Gates / Assisted Channels;

ii. Alert: IAC-TOD; AVSECO-AED Ops I; SM Ops I-AC; SM Ops I-SS; and the DSM;
iii. Request IAC-TOD to alert relevant Airlines/GHAs;
iv. Inform APCR, ASU, and IMMD;
v. AVSECO-DSM to alert the AA-SSBC and to liaise with AA-ADM on diverting passengers to other functional Checkpoints, as needed;
vi. Instruct AVSECO-TAD to arrange adequate channels, and divert passengers to other functional Checkpoints for security verification;
vii. For security verification, instruct AVSECO-TAD to deploy, at the designated channels, adequate mobile PBS;
viii. For crowd management and the security verification of passengers, instruct AVSECO-TAD to re-deploy adequate staff;
ix. Advise AVSECO-TAD to ensure the entrance doors / gates of any e-Security Gates / Assisted Channels that are not in use for passenger security verification are in the closed position;
x. Make log records / entries of the incident in the maintenance record book; and
xi. Prepare Daily Report for both the HKIA and IAC SITREPs.

b. ITD Action:
   i. Upon receiving a report from AVSECO-IAC, the AA-SOCC will conduct checks of the concerned e-Security Gates, and identify the on-site impact;
   ii. AA-SOCC will inform AVSECO-IAC of the on-site impact and coordinate with AVSECO-IAC for on-site support arrangement;
   iii. AA-SOCC will coordinate with the AA-EGATE Maintenance Team to trouble shoot, and follow up on the fault of e-Security Gates / Assisted Channels, until service resumption; and
   iv. In case of a suspected cyber-attack, for further investigation, the AA-SOCC will inform the Risk & Cybersecurity Section of AA-ITD.

c. TSI Action:
   i. Upon a service request from AA-SOCC, the AA-FRT will check the power supply to the e-Security Gates / Assisted channels.

d. TOD Action:
   i. Upon receiving the notification from AVSECO-IAC, the AA-TOD will coordinate with the contractor and AVSECO-TAD to setup crowd management facilities and deploy adequate manpower for crowd control, as needed.

C. Power Interruption

1.0 Failure Impacts

- Automated verification of passenger's travel documents and boarding passes may be interrupted.

- Passenger's token enrollment and validation may be interrupted.
- Passenger's tokens may not be used at the e-Security Gates.
- Passengers congestion at the security channels.

1. Scenario 1 – Affecting a cluster of e-Security Gates at one Checkpoint

   a. AVSECO-IAC Action:
      i. Instruct AVSECO-TAD to acknowledge the UPS Discharge message on a handheld device (iPhone);
      ii. Instruct AVSECO-TAD to locate which e-Security Gates have power interruption;
      iii. Advise AVSECO-TAD to ensure no passengers are trapped by the concerned e-Security Gates;
      iv. Instruct AVSECO-TAD, at the power interrupted e-Security Gates, to complete the security verification for the concerned passengers;
      v. Inform AVSECO-TAD to turn-off the machines whilst the UPS is still providing power;
      vi. Advise AVSECO-TAD to ensure the entrance doors of the machines are in the closed position;
      vii. Instruct AVSECO-TAD to direct passengers to other available e-Security Gates / Assisted Channels;
      viii. Coordinate with the Command Post of AVSECO-TAD to inform IAC-TOD and request attendance of the NEC staff, AA-FRT and AA-SOCC for repairs to the e-Security Gates / Assisted Channels;
      ix. Instruct AVSECO-TAD to have adequate mobile PBS on standby, and / or re-deploy adequate staff for the passengers security verification, as needed;
      xii. Make log records / entries for the incident in the maintenance record book; and
      ix. Coordinate with the Command Post of AVSECO-TAD to make entries in the Fault Report Record.

   b. TSI Action:
      i. AA-FRT will trouble shoot, and resume the power supply to the identified e-Security Gates / Assisted Channels. The provision of a temporary power supply will be arranged, if necessary.

   c. ITD Action:
      i. Upon receiving a report from AVSECO-IAC, the AA-SOCC and AA-EGATE Maintenance Team will coordinate with the AA-FRT on-site to trouble shoot, and follow up on the power interruption, until service resumption.

   d. TOD Action:
      i. Upon receiving the notification from AVSECO-IAC, the AA-TOD will coordinate with the contractor and AVSECO-TAD to setup crowd management facilities, and deploy adequate manpower for crowd control, as needed.

2. Scenario 2 – Affecting all e-Security Gates / Assisted Channels at one Checkpoint

   a. AVSECO-IAC Action:
      Refer to Section B Scenario 3.

   b. TSI Action:
      i. AA-FRT will trouble shoot, and resume the power supply to the identified e-Security Gates/Assisted Channels. The provision of a temporary power will be arranged, if necessary.

   c. ITD Action:
      i. Upon receiving the report from AVSECO-IAC, the AA-EGATE Maintenance Team will coordinate with the AA-FRT on-site to trouble shoot, and follow up on the power interruption at corresponding checkpoint, until service resumption.

   d. TOD Action:
      i. Upon receiving the notification from AVSECO-IAC, the AA-TOD will coordinate with the contractor and AVSECO-TAD to setup crowd management facilities, and deploy adequate manpower for crowd control, as needed.

End of BCP – F5