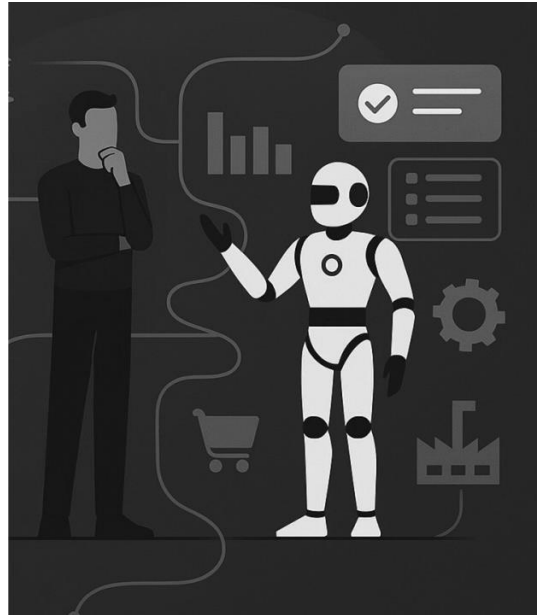


Problem Statement 3: Redefining Level 2 Product Ops, levelling up — AI for faster resolution, stronger reliability, seamless digital experiences

Context

PORTNET® is the world's first nationwide B2B port community system, enabling seamless trade flows across Singapore's maritime ecosystem. It connects shipping lines, hauliers, freight forwarders and government agencies, supporting over 15,000 subscriptions and processing more than 350 million transactions annually. This ecosystem is digitally integrated through Electronic Data Interchange (EDI) and APIs, ensuring real-time connectivity between stakeholders. Any IT incident affecting PORTNET® can disrupt operations across the entire community, making rapid resolution essential.



The Challenge

Develop an **AI solution** that empowers **duty officers** to manage incidents with greater speed, precision, and foresight. Your design should **ingest incident reports** from multiple sources, **analyse system logs and historical data** to identify root causes, and **recommend targeted remediation steps**. It should also **auto-generate escalation summaries** and optionally **integrate with ticketing workflows** to accelerate resolution.

The objective is clear: **reduce resolution time**, **enhance operational resilience**, and **ensure business continuity** across Singapore's port ecosystem.

What We Provide

- Support case log, Duty Officer Knowledge Base and Escalation Contacts.
- Database schema file to set up and initialise a sample database.
- Sample application logs.
- Test cases.

Why It Matters

This challenge demonstrates how **AI-driven Level 2 operations** can transform incident management into an **intelligent, proactive discipline**. Participants will help **strengthen the reliability, responsiveness, and resilience** of Singapore's maritime operations, setting a new benchmark for **next-generation digital product support**.