

HANDLING NETWORK INCIDENT

RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Supervisor

Nagios

Supervisor

Service Desk System

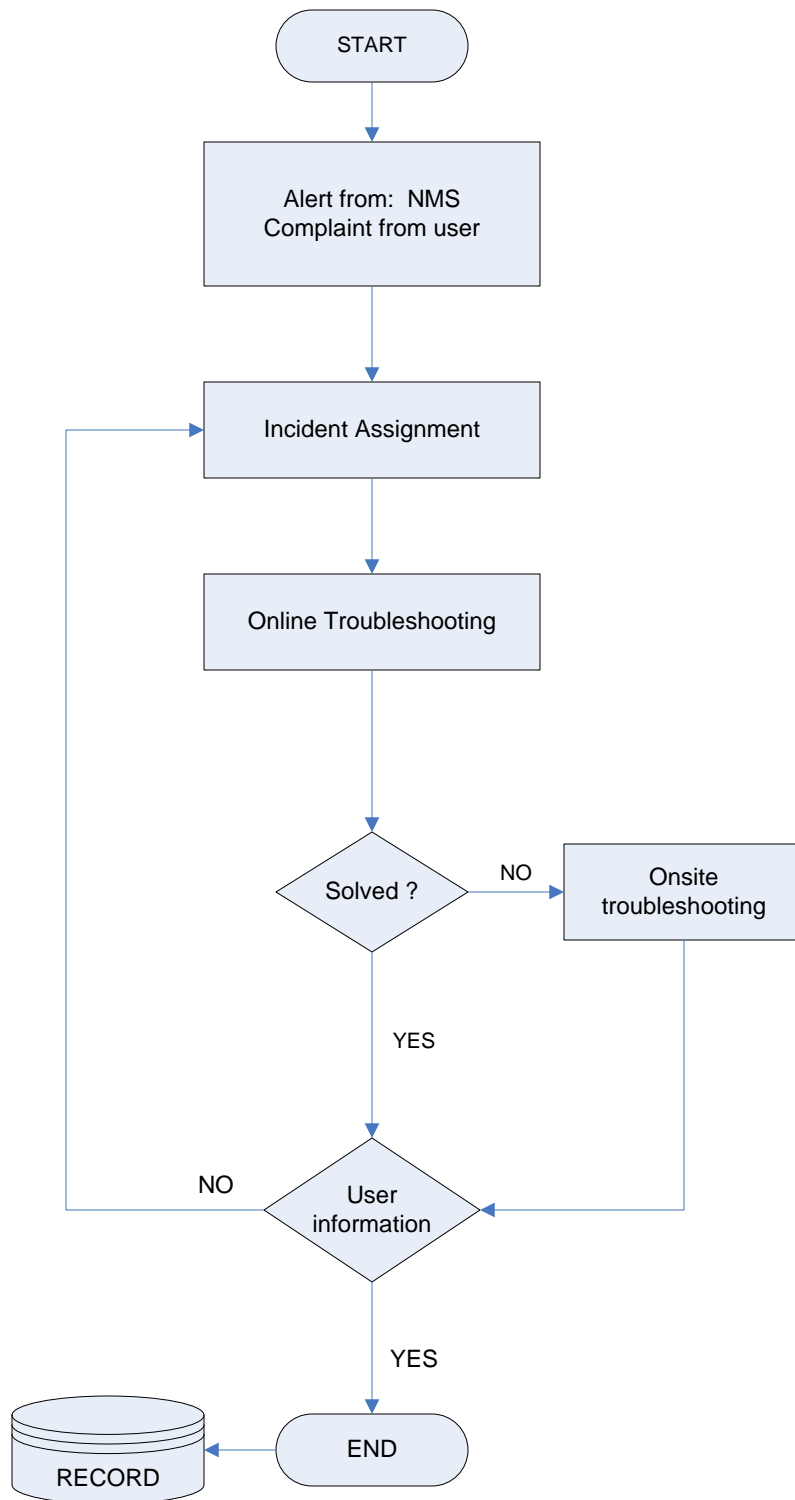
Technician

Switches/ Routers/
Manufacturer's Manual

Technician

Technician

Service Desk System

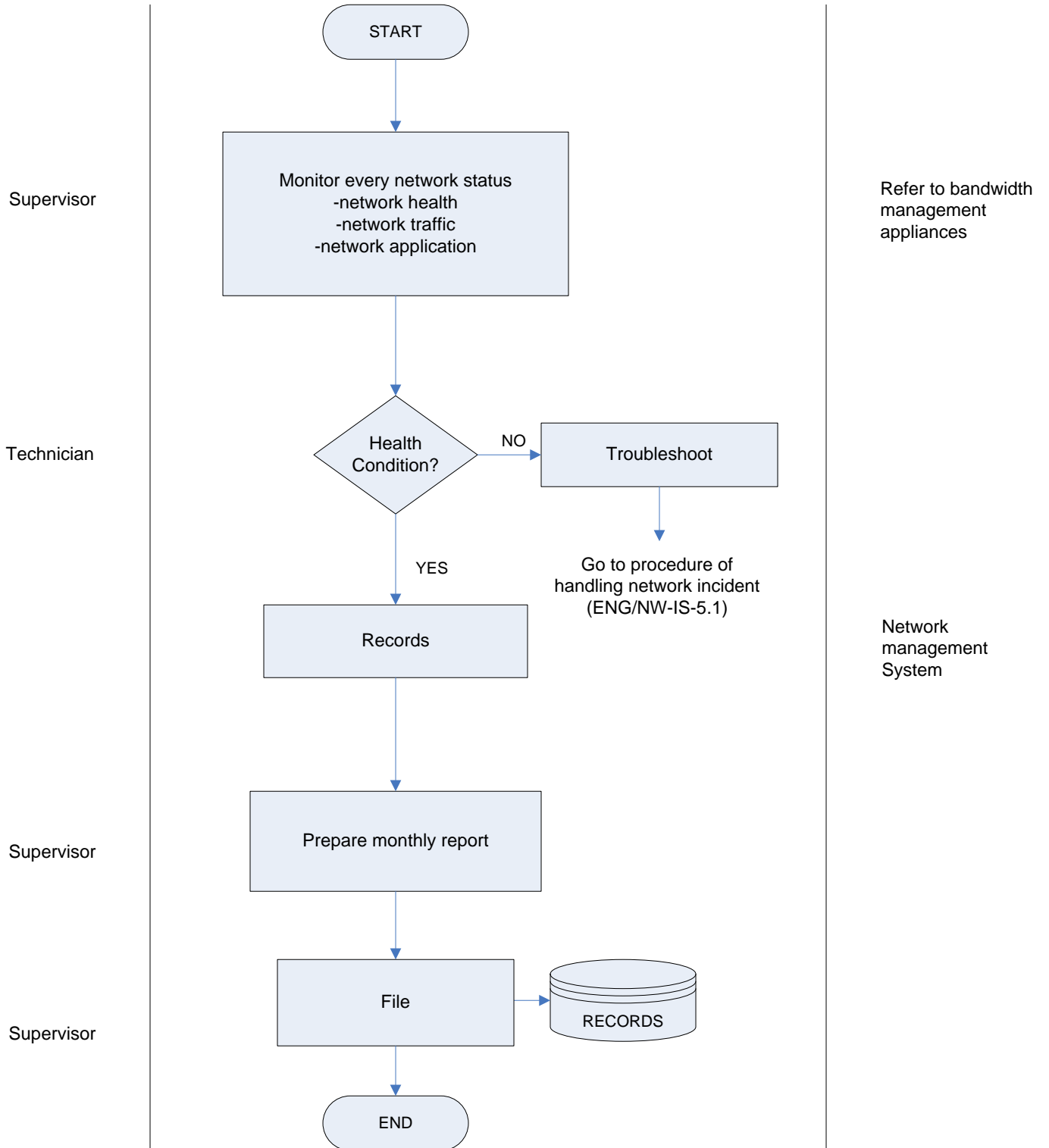


Flowchart 3.1

MONITORING NETWORK PERFORMANCE

RESPONSIBILITY

DOCUMENTS
AND RECORDS
TO BE REFERRED



Flowchart 3.2

MANAGEMENT OF PROTOCOL AND PORT

RESPONSIBILITY

DOCUMENTS AND
RECORDS TO BE
REFERRED

Engineer

Engineer

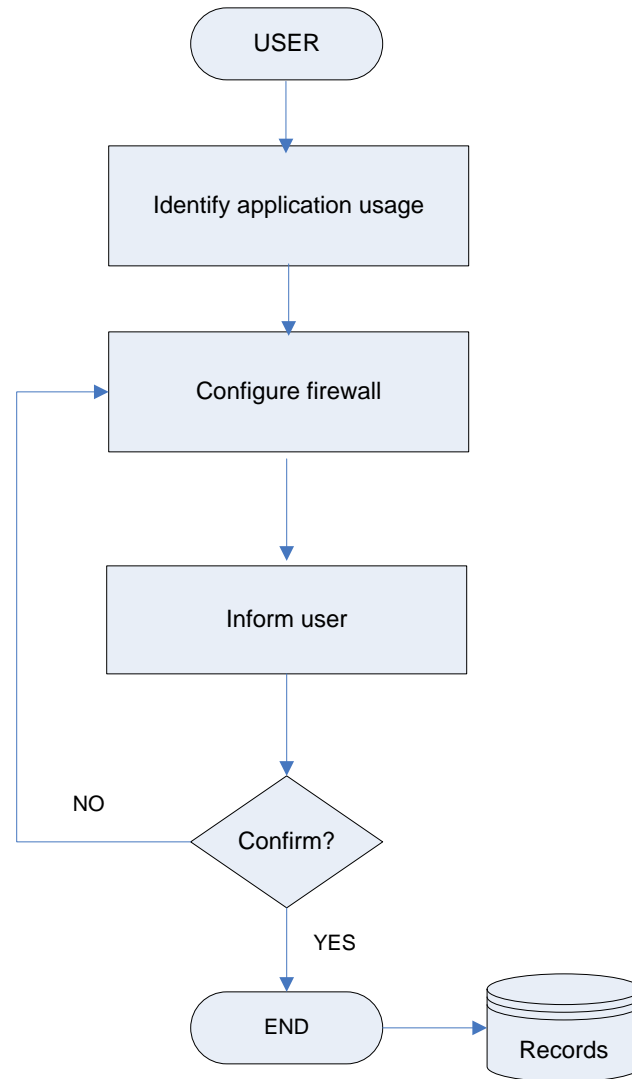
Engineer

Engineer

Email / Phone /
Service desk
system

MWP suspected
malicious packet

Firewall manual

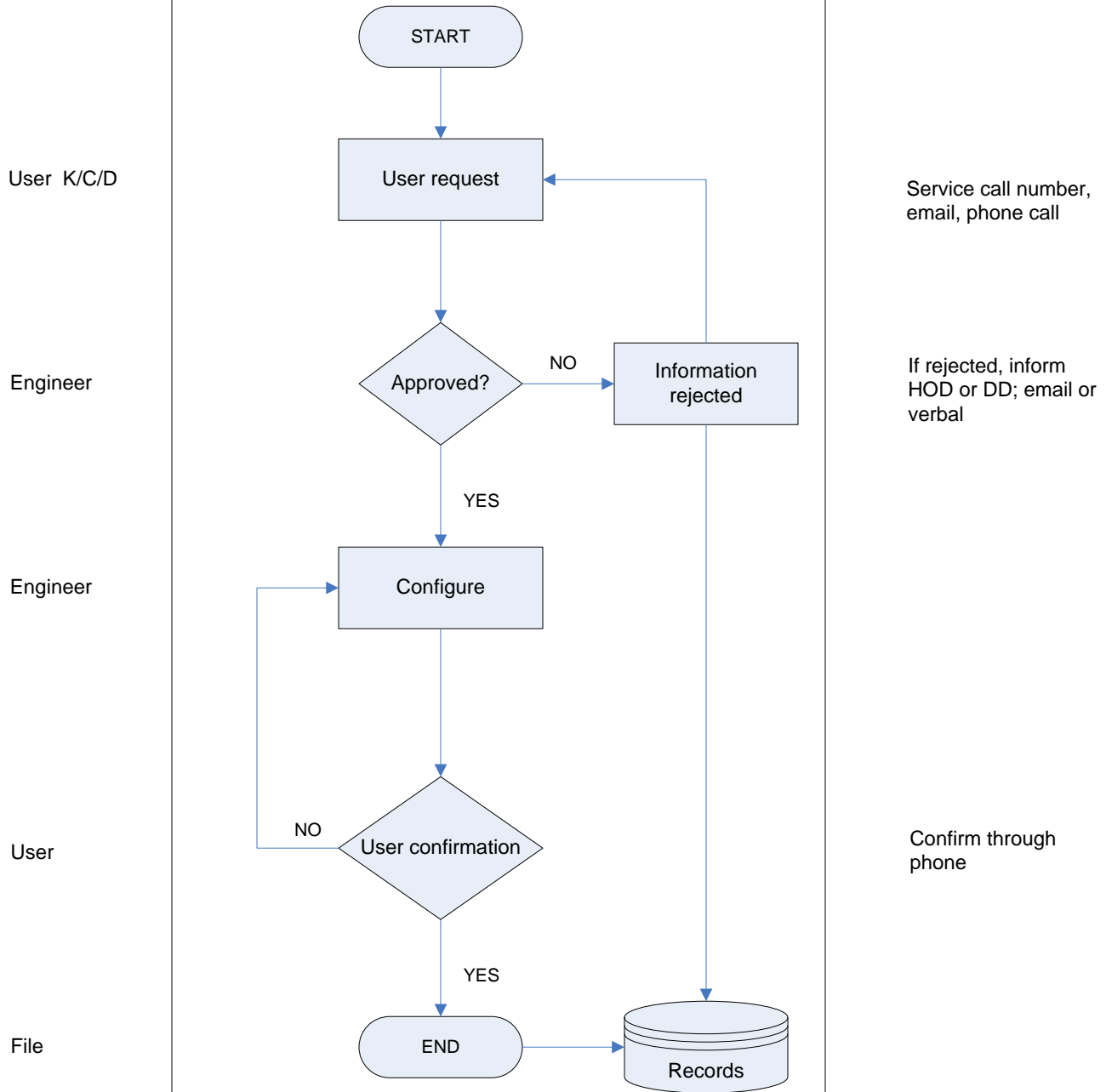


Flowchart 3.3

MANAGEMENT OF QUALITY OF SERVICE (QoS) ; PORT, PROTOCOL, PRIORITIZATION, APPLICATION

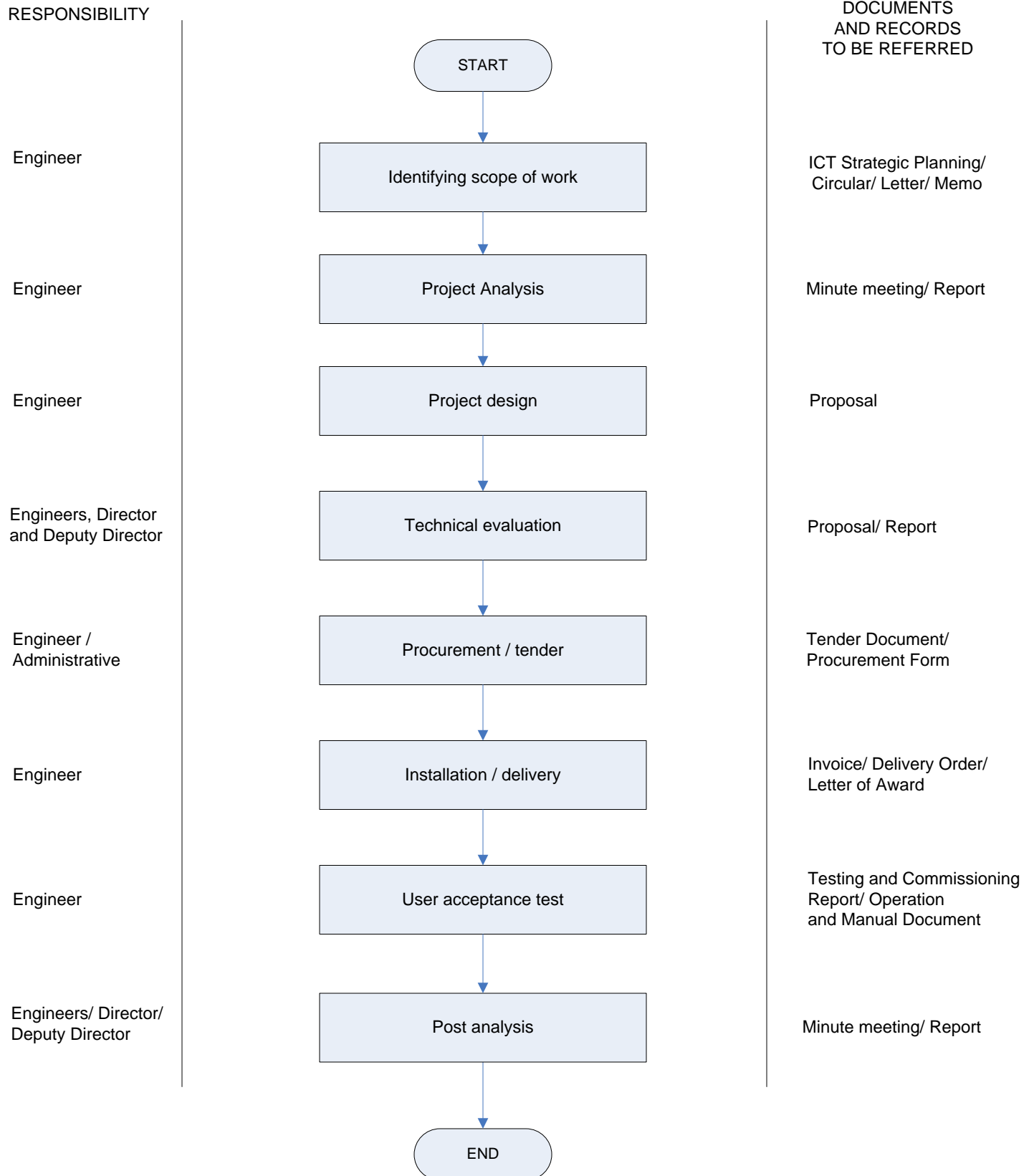
RESPONSIBILITY

DOCUMENTS
AND RECORDS
TO BE REFERRED



Flowchart 3.4

MANAGING NETWORK INFRASTRUCTURE PROJECT



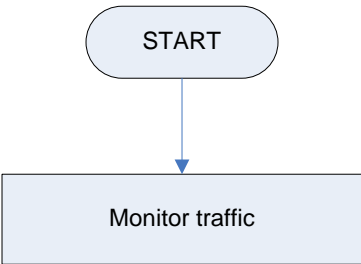
Flowchart 3.5

MANAGEMENT OF MALICIOUS ACTIVITIES

RESPONSIBILITY

DOCUMENTS AND RECORDS TO BE REFERRED

Supervisor

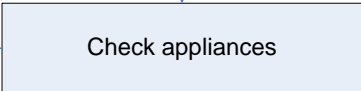


Intrusion Prevention System/ Firewall/ Bandwidth Management

Technician

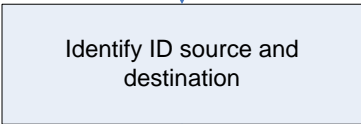
-Network slow
 -Application slow
 -Abnormal traffic
 -Network intermittence
 -Attack

Supervisor



Intrusion Prevention System/ Firewall/ Bandwidth Management

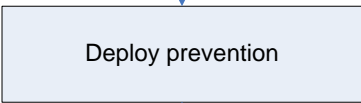
Supervisor



-Identification of source/ destination IP address

Intrusion Prevention System/ Firewall/ Bandwidth Management

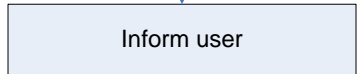
Technician



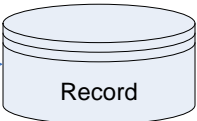
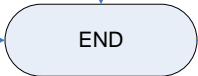
-Block IP
 -Minimize bandwidth
 -Minimize application
 -Isolate network

Intrusion Prevention System/ Firewall/ Bandwidth Management

Technician



Email announcement



Flowchart 3.6