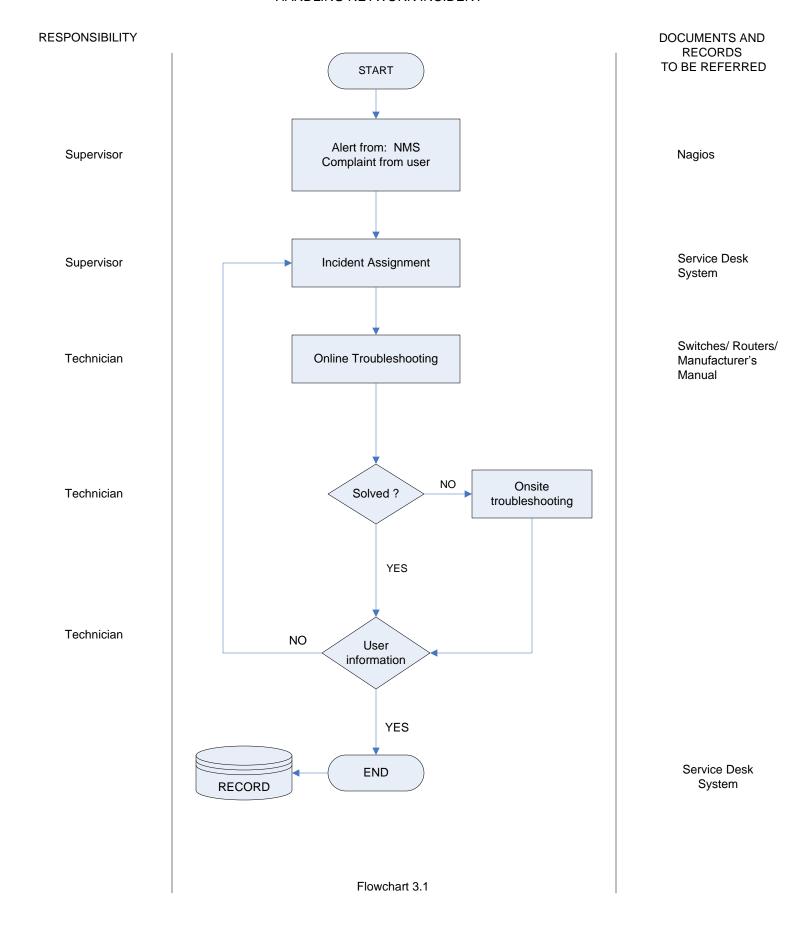
HANDLING NETWORK INCIDENT



MONITORING NETWORK PERFORMANCE

RESPONSIBILITY **DOCUMENTS** AND RECORDS TO BE REFERRED START Monitor every network status Refer to bandwidth Supervisor -network health management -network traffic appliances -network application NO Health Technician Troubleshoot Condition? Go to procedure of YES handling network incident (ENG/NW-IS-5.1) Network Records management System Prepare monthly report Supervisor File **RECORDS** Supervisor END

Flowchart 3.2

Version No. 01 Revision No. 00

Effective Date: 01/05/2007

MANAGEMENT OF PROTOCOL AND PORT

RESPONSIBILITY

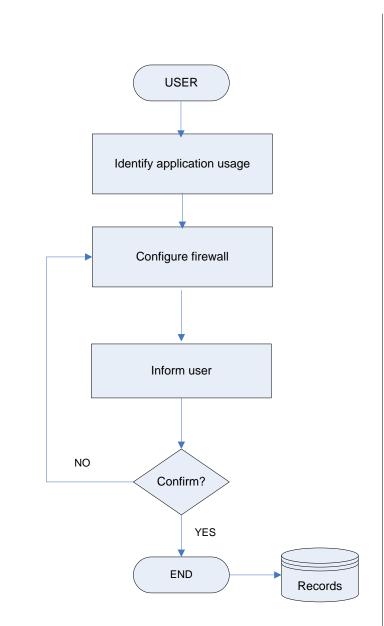
DOCUMENTS AND RECORDS TO BE **REFERRED**

Engineer

Engineer

Engineer

Engineer



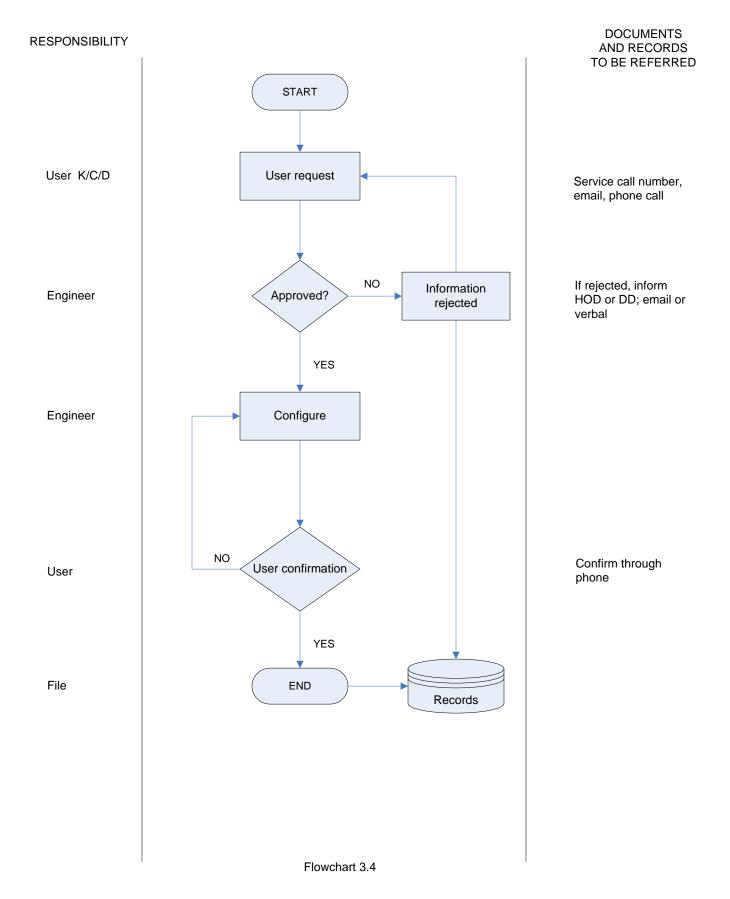
Flowchart 3.3

Email / Phone / Service desk system

MWP suspected malicious packet

Firewall manual

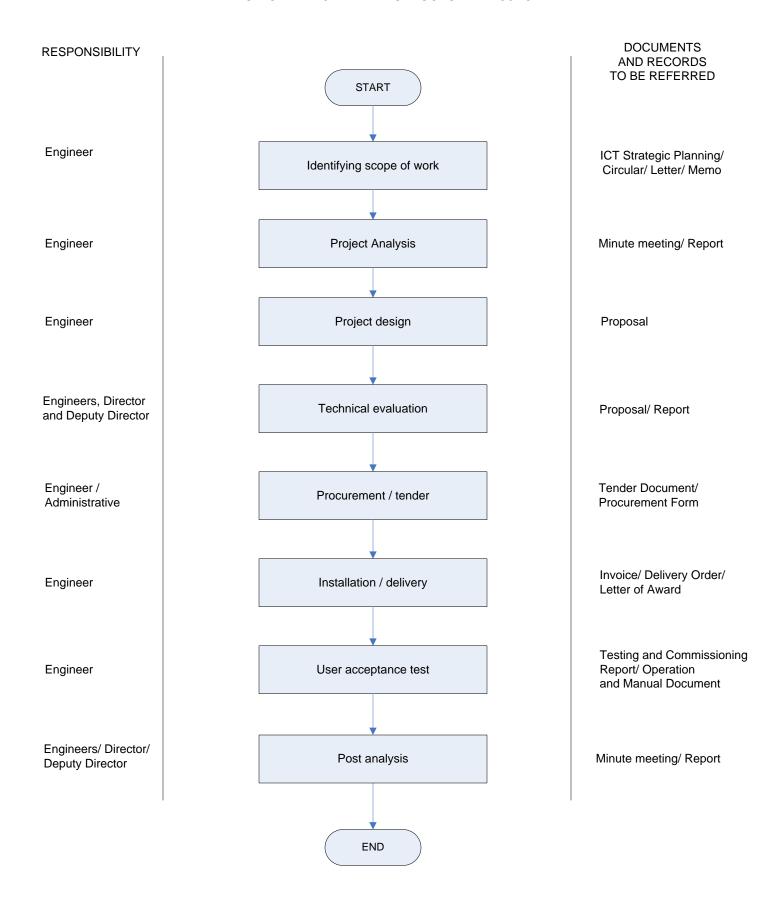
MANAGEMENT OF QUALITY OF SERVICE (QoS); PORT, PROTOCOL, PRIORITIZATION, APPLICATION



Version No: 01 Revision No: 00

Effective Date: 01/05/2007

MANAGING NETWORK INFRASTRUCTURE PROJECT



Flowchart 3.5

Version No. 01 Revision No. 00 Effective Date: 01/05/2007

MANAGEMENT OF MALICIOUS ACTIVITIES

RESPONSIBILITY **DOCUMENTS AND RECORDS** TO BE REFERRED **START** Intrusion Prevention Monitor traffic System/ Firewall/ Supervisor **Bandwidth Management** -Network slow -Application slow NO Symptoms? -Abnormal traffic -Network intermittence Technician -Attack YES Intrusion Prevention Check appliances System/ Firewall/ Supervisor **Bandwidth Management** Identify ID source and -Identification of source/ Intrusion Prevention Supervisor destination destination IP address System/ Firewall/ Bandwidth Management -Block IP -Minimize bandwidth Deploy prevention Technician -Minimize application -Isolate network Intrusion Prevention YES Symptoms System/ Firewall/ exist? Bandwidth Management NO **Email announcement** Inform user Technician END Record Flowchart 3.6