ETC 2020

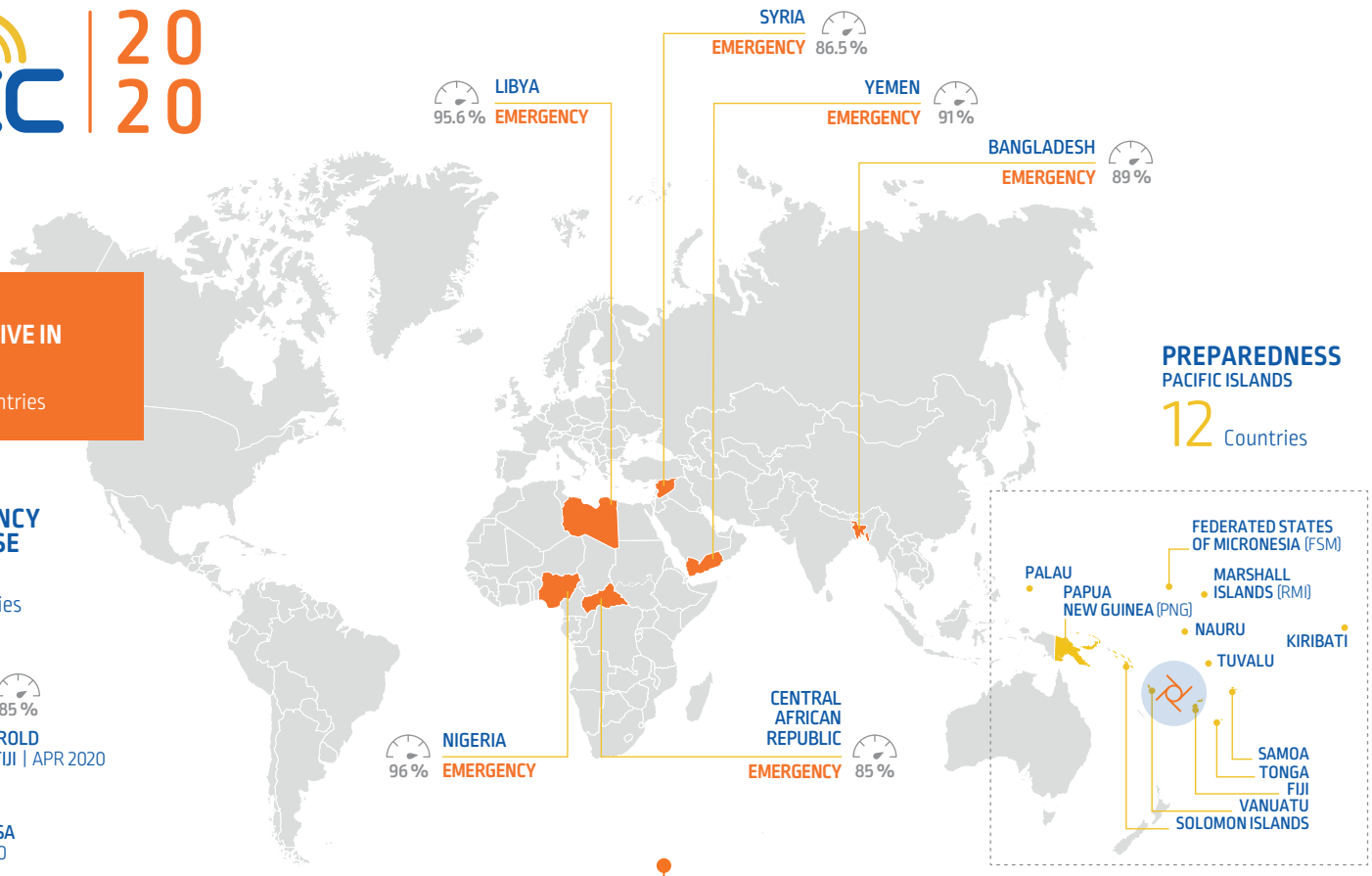
ETC WAS ACTIVE IN
18 Countries

EMERGENCY RESPONSE
8 Countries

85 %
CYCLONE HAROLD
VANUATU & FIJI | APR 2020
EMERGENCY

CYCLONE YASA
FIJI | DEC 2020
EMERGENCY

92%
SATISFACTION WITH ETC SERVICES
Overall increase of 4% from 2019



PREPAREDNESS
PACIFIC ISLANDS
12 Countries

2020 KEY MOMENTS

PARTNERSHIP DEVELOPMENTS

CAPACITY BUILDING ACHIEVEMENTS

19 MAR
JOINT **ITU-ETC EMERGENCY TELECOMMUNICATIONS TABLETOP SIMULATION GUIDE** LAUNCHED

10 APR
CRISIS CONNECTIVITY CHARTER **ACTIVATED FOR TROPICAL CYCLONE HAROLD** IN THE PACIFIC

30 APR
LAUNCH OF **THE ETC CYBERSECURITY TASK FORCE**

MAY
MSB **PROFILES ROSTER SET UP** FOR ETC SERVICES FOR COMMUNITIES (S4C)

9-11 JUN
AGILITY IN THE FACE OF CHANGE **ETC VIRTUAL PLENARY 2020**

10 JUN
UPDATED **ETC SERVICES CATALOGUE** ENDORSED BY PARTNERS

ETC UAS COORDINATION MODEL ENDORSED BY PARTNERS

JUN
BLENDED LEARNING APPROACH ADOPTED

JUN
ERICSSON RESPONSE **20 YEARS OF ERICSSON RESPONSE** CELEBRATION

06 AUG
ITU-ETC REPORT, 'WOMEN, ICT AND EMERGENCY TELECOMMUNICATIONS: OPPORTUNITIES AND CONSTRAINTS' PUBLISHED

29 SEP
ETC INDUCTION ONLINE COURSE LAUNCHED

ETC LEARNING CHANNEL ON WELEARN LAUNCHED

26 OCT
NETHOPE SUMMIT: WOMEN, ICT AND EMERGENCY TELECOMMUNICATIONS

28-29 OCT
ITU ONLINE WORKSHOP ON ICT TABLETOP EXERCISES, CAP AND TAMPERE CONVENTION FOR DISASTER MANAGEMENT IN THE ARAB REGION

29 OCT
NETHOPE SUMMIT: SHAPING THE FUTURE OF TECHNOLOGY RESPONSE TO HUMANITARIAN CRISES

OCT
ETC 2020 IMPLEMENTATION ROADMAP UPDATED

17 NOV
REACH BECAME ETC PARTNER

14 DEC
GLOBAL ETC PARTNERS CALL

17 DEC
ETC COUNTRY PREPAREDNESS MODULE DEVELOPED

17 DEC
CRISIS CONNECTIVITY CHARTER **ACTIVATED FOR TROPICAL CYCLONE YASA** IN THE PACIFIC

DEC
ETC CHATBOT NAMED MILA PREPARES TO BE ROLLED OUT

COVID-19 RESPONSE

SUBMITTED INPUTS TO THE GLOBAL HUMANITARIAN RESPONSE PLAN to support the risk communications and operational scale-up in certain countries.

SUPPORTING HEALTH AUTHORITIES in Bangladesh, Central African Republic, Libya, Pacific and Yemen.

ENGAGING WITH GLOBAL PARTNERS TO MAP RESOURCES including staff and equipment.

DEDICATED INFORMATION MANAGEMENT PROVIDED for the COVID-19 response.

OPERATION	SERVICE
BANGLADESH	**COORDINATING CONNECTIVITY** in 20x Severe Acute Respiratory Infection and Isolation Treatment Centres
CENTRAL AFRICAN REPUBLIC	**COVID-19 CALL CENTRE SET UP** in Bangui
LIBYA	**COVID-19 CALL CENTRE OPERATIONAL** in Tripoli
	PREPARING TO PILOT CHATBOT TECHNOLOGY to support call centre
PACIFIC	**COVID-19 CALL CENTRE SUPPORTED** with training for operators in Fiji
	22 PACIFIC COUNTRIES AND TERRITORIES SUPPORTED to respond to COVID-19
YEMEN	**SUPPORTING UPGRADE/ SETUP OF 2 COVID-19 HOTLINES** in Sana'a and Aden
	CONNECTIVITY PROVIDED in quarantine units

PARTNERS

UNDER THE GLOBAL LEADERSHIP OF
WFP World Food Programme