

ETC Situation Report #07

Syria Crisis

Reporting period 16/06/2013 to 17/07/2013

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Summary:

- An IASC System-Wide Emergency was activated on 15/01/13. Humanitarian organizations are scaling up operations in response to the evolving crisis. Only the ETC and Logistics Cluster have been activated in Syria to date.
- The ETC is attempting to provide common telecommunications services within Syria, however lack of access and restrictions on movement have complicated these efforts and have led to a number of missions being cancelled.

Cluster Responsibilities:

- The ETC in Syria is providing emergency telecommunications support to humanitarian organizations on the ground including VHF/HF radio programming and installation.
- Responsibility for the provision of ETC/Common ICT services across the region is shared between WFP (Syria, Turkey and Iraq) and UNHCR (Lebanon and Jordan).
 - WFP is providing support to UNHCR telecommunications service provision if and when required.
 - WFP coordinates regional activities in close collaboration with UNHCR and other partners.

Achievements:

SYRIA

- The WFP VSAT is now operational in the Four Seasons hotel providing up to 2MB of bandwidth. Discussions are ongoing about sharing common data connectivity services to the humanitarian community.

JORDAN

- Ekue Ayih (EA) has replaced Ivan Thomas as ETC Coordinator in Amman and will be deployed to Damascus as soon as possible. The initial duration of EA's mission is three months.
- A radio room was established in Zaatari refugee camp with support from UNDSS. However, the COMCEN is not yet fully operational due to staffing issues.
- Prepositioning of ETC equipment in Beirut and Dubai is being coordinated from

Amman.

- Prepositioning has been completed, however a few items are still pending from suppliers.

LEBANON

- New warehouses have been identified for the storage of ICT and ETC equipment.
- The final batch of ICT equipment has been cleared from customs as part of the ETC's upgrade of the security telecommunications network in northeast Lebanon.
- EMC equipment that will increase the bandwidth of the VSAT in Damascus has been delivered to Beirut. It will be imported into Syria has approval has been granted.

TURKEY

- In Turkey, an assessment mission was deployed to Gaziantep to identify new premises for a proposed COMCEN.
- The ETC is assisting UNDSS with a bulk SMS solution for the humanitarian community in Hatay.

Challenges and Gaps:

- The volatile security situation remains a challenge to deployment in the field.
- Licensing and importation of telecommunications equipment into Damascus remains a challenge.
- Obtaining customs clearance from Lebanese authorities for ETC equipment en route to Syria is challenging.

Planned Activities:

- In Syria, contingency plans are being made for emergency internet provision should the local ISP in Damascus go down.
- Continued cooperation with UNCHR to ensure the COMCEN in Zaatari refugee camp is fully operational.
- Complete mission report for the Gaziantep COMCEN and enlist necessary support.
- Finalize equipment deliveries to Lebanon as part of the upgrade of the security telecommunications network and officially handover to UNDSS.
- Delivery of the EMC VSAT equipment to Damascus.

Meetings:

The next Global ETC teleconference on Syria will be held on Thursday 08 August 2013 at:

0900 New York
1300 UTC
1500 Rome/Geneva
1600 Damascus
1600 Amman
1700 Dubai

Regular updates will continue to be shared through SitReps available on the ICT Emergency website.

The next ETC Working Group meeting in Amman will be held on 21/07/13.

ICT Emergency website:

All information related to the ETC response in Syria, including meeting minutes and contact lists, can be found on the ICT Emergency website:

<http://ictemergency.wfp.org/web/ictopr/countries/syria>

Syria ETC e-mail address: Syria.ETC@wfp.org

Principal ETC Contacts:

AGENCY	NAME	TITLE	LOCATION	CONTACT DETAILS	ETA	ETD
WFP	Ekue Ayih	Regional ETC Coordinator	Amman	Ekue.ayih@wfp.org Mob: + 962 798 674 633	04/07/13	01/10/13
WFP	Edisher Giorgadze		Damascus	Edisher.giorgadze@wfp.org Mob: + 963 991 199 643		

For a full contact list, please contact: Syria.ETC@wfp.org

Status Matrix:

LOCATION	AGENCY	REPEATER	DATA	VOICE	RADIO ROOM	ICT SUPPORT STAFF	SHARED SERVICES
Damascus	DSS	No	Yes	Yes	Yes	Yes	Radio Room
	WFP	Yes	Yes	Yes	Yes	Yes	VHF repeater only
	UNDP	No	Yes	Yes	No	Yes	Helpdesk to UNDSS
	UNICEF	No	Yes	Yes	No	Yes	No
	WHO	No	Yes	Yes	No	Yes IT	No
	UNFPA	No	Yes	Yes	No	Yes	Generator with OCHA
	OCHA	No			No	Yes	Generator with UNFPA
	UNHCR	Yes, one installed and licensed One not installed and not licensed	Yes	Yes	No	Yes	No
	FAO	No	Yes		No	Yes	No

	UNRWA	No, one in stock but not licensed	Yes	Yes	No	Yes	No
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Acronyms:

COMCEN	Communications Centre
EMC	Emerging Market Communications (satellite company)
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
HF	High Frequency
IASC	Inter-Agency Standing Committee
ICT	Information and Communications Technology
ISP	Internet Service Provider
ITU	International Telecommunication Union
OCHA	Office for the Coordination of Humanitarian Affairs
SMS	Short Message Service
UNCT	United Nations Country Team
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Safety and Security
UNFPA	United Nations Population Fund
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund
UNRWA	United Nations Relief and Works Agency
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal (Satellite ground station)
WFP	UN World Food Programme
WHO	World Health Organization