ETC Situation Report #08

Syria Crisis

Reporting period 17/07/2013 to 22/08/2013

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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
- A plan has been developed to share data connectivity with the humanitarian community based in the Four Seasons hotel. This will be shared within the next few days.

JORDAN
- UNHCR has installed a VHF repeater in Zaatari refugee camp which has significantly improved radio coverage.
- The local ETC Working Group meeting took place on 18/08/2013.

LEBANON
- WFP has reached an agreement with the Lebanese government which should

expedite the customs clearance procedure for ETC and ICT equipment en route to Syria.

IRAQ
- The ETC contingency plan for 2013 has been submitted.
- To date, UNAMI have been leading the ETC in Iraq, however they have now requested that WFP take over this role.

Challenges and Gaps:

SYRIA
- The volatile security situation remains a challenge to deployment in the field.
- Licensing and importation of telecommunications equipment into Damascus remains a challenge.

Planned Activities:

JORDAN
- Radios in the Zaatari refugee camp will be reprogrammed in line with updated frequencies and code plugs.
- There are plans to establish a COMCEN in Al Azraq refugee camp within the next couple of months.

TURKEY
- A COMCEN in Gaziantep will be established in the WFP office. Requests have been submitted to Turkish authorities to approve the premises so the infrastructure can be upgraded to meet security requirements.

Meetings:

The next Global ETC teleconference on Syria will be held on Thursday 12 September 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 15/09/13.

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/ictepr/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	ICT Officer	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	Yes (at UNDOF)	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

Acronyms:

COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
HF	High Frequency
IASC	Inter-Agency Standing Committee
ICT	Information and Communications Technology
LTA	Long-Term Agreement
OCHA	Office for the Coordination of Humanitarian Affairs
UNAMI	United Nations Assistance Mission for Iraq
UNDOF	United Nations Disengagement Observer Force
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
UTC	Universal Coordinated Time
VHF	Very High Frequency
WFP	UN World Food Programme

ETC — Emergency Telecommunications Cluster