

ETC Situation Report #09

Syria Crisis

Reporting period 22/08/2013 to 22/09/2013

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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 ETC is now providing shared data connectivity services in the Four Seasons hotel in Damascus, with up to 512 kbps available.
 - In order to get a dedicated link, organizations must submit a request to Syria.ETC@wfp.org. They can then establish a contract with EMC directly.
- A mission was deployed to Homs to assess ICT requirements at the UN hub.

JORDAN

- At the Zaatari refugee camp, a VHF network and repeater is in place, the radio room is operational and the frequency plan has been upgraded.
- Data and security telecommunications services are being installed at Azraq refugee camp. These will be managed by UNHCR.

- An ETC Working Group meeting was held on 15/09/13.

LEBANON

- An inventory check of equipment is being completed to ensure it is ready to be deployed to Syria as soon as approvals have been received.

UAE

- Equipment has been prepositioned in Dubai and is being checked and labelled in preparation for potential deployment to Syria. Deployment is dependent on need and approval.

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:

SYRIA

- There are plans to establish an inter-agency office in Tartus, however nothing has been confirmed.
- There are plans to deploy an IT mission to Homs to establish LAN infrastructure and improve the VHF network.

JORDAN

- There are plans to upgrade the radio room at Zaatari refugee camp in the near future by installing an additional VHF base radio.
- The Azraq refugee camp is due to open soon. VHF radios and ICT equipment are awaiting customs clearance. They will then be shipped to the camp.
 - A VHF repeater will be deployed and a COMCEN established within the next couple of weeks.

TURKEY

- A COMCEN in Gaziantep will be established in the WFP office, however approval from the Turkish authorities regarding the new location of the office is required before work can begin.

Meetings:

The next Global ETC teleconference on Syria will be held on Thursday 10 October 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 13/10/13.

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
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WFP	Ekue Ayih	Regional ETC Officer	Amman	Ekue.ayih@wfp.org Mob: + 962 798 674 633	04/07/13	01/10/13
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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
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
OCHA	Office for the Coordination of Humanitarian Affairs
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