

ETC Situation Report #10

Syria Crisis

Reporting period 22/09/2013 to 10/11/2013

Author: Adam Ashcroft

Summary:

- An IASC System-Wide Emergency was activated on 15/01/13. 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 continues to provide data connectivity services in the Four Seasons hotel in Damascus, with up to 2 Mbps available.
 - IOM, UNDP, OCHA and UNICEF have each requested a dedicated internet link. Bandwidth will be limited to 512 kbps per agency.
 - Due to limited capacity, no further requests for dedicated internet links will be considered at this stage.
- The ETC has deployed basic communications services at the UN common hub in Homs.
 - This includes internet, printing and LAN infrastructure.
 - VHF coverage in Homs is also being expanded.

JORDAN

- At the Joint Operations Centre (JOC) in Zaatari refugee camp a VHF base station has been deployed and the power system has been upgraded through the connection of a solar pack in the radio room.
- At Al Azraq refugee camp a microwave link has been deployed and will be distributed to the prefabs.
 - A VHF repeater and radio base station have also been deployed.
- The importation of 300 handheld radios ordered by UNHCR for use in Zaatari and Azraq refugee camps has been approved.
- Regular ETC Working Group meetings are being held.
- The Budget Revision (BR) for various projects, including the Syria REC, Syria EMOP, and Jordan EMOP, is currently being approved.
 - The ETC BR was approved last week.
- Sylvain Tiako, FITTEST ICT Specialist, has replaced Ekue Ayih as ETC Coordinator in Amman.

LEBANON

- The VHF upgrade project in the north of the country has now been officially handed over to UNDSS.

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

- WFP will lead the establishment of a UN hub in Tartus. A plan is currently being developed by the Logistics Cluster.
 - The ETC is contributing to the development of this plan to ensure that its requirements are included.
 - The UN hub is expected to be operational by the end of 2013.

JORDAN

- Between 15 and 20 additional staff are expected to join the REC team in Jordan over the next few months.

Meetings:

The next Global ETC teleconference on Syria will be held on Thursday 14 November 2013 at:

0900 New York
 1400 UTC
 1500 Rome/Geneva
 1600 Damascus

1700 Amman
1800 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: TBC.

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	Sylvain Tiako	Regional ETC Coordinator	Amman	Sylvain.tiako@wfp.org Mob: + 962 798 674 633	02/11/13	31/01/14
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:

BR	Budget Revision
EMOP	Emergency Operation
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
FITTEST	Fast IT and Telecommunications Emergency and Support Team
HF	High Frequency
ICT	Information and Communications Technology
IOM	International Organization for Migration
JOC	Joint Operations Centre
Kbps	Kilobits per second
LAN	Local Area Network
Mbps	Megabits per second
OCHA	Office for the Coordination of Humanitarian Affairs
REC	Regional Emergency Coordination
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