



EMERGENCY TELECOMMUNICATIONS  
CLUSTER



# ETC PLENARY MEETING

## Day 2

# Objectives of Day 2

- To identify a strategy for the ETC in 2020
- To encourage ETC members to contribute to the vision of the ETC
- To ensure collective commitment from members for the future of the ETC
- To outline steps that will be taken, by all ETC members, towards delivering the strategy

# Agenda

TIME	SESSION	FORMAT / PRESENTER
09:00 – 09:15	Introduction	Plenary / G. Bruni
09:15 – 10:00	ETC Today	Plenary / E. Kiruhura
10:00 – 10:30	Setting the Direction	Plenary / M. Donven, B. Carbno
10:30 – 10:45	<b>Coffee break</b>	
10:45 – 11:15	Setting the Direction	Plenary / H. Shannak, G. Olafsson
11:15 – 12:30	ETC 2020: The What, How, Who, When	Breakout groups #1
12:30 – 13:45	<b>Lunch</b>	

# Agenda

TIME	SESSION	FORMAT / PRESENTER
13:45 – 15:00	ETC 2020: The What, How, Who, When	Breakout Groups #2
15:00 – 15:15	<b>Coffee break</b>	
15:15 – 16:35	ETC 2020: The What, How, Who, When	Plenary / Nominated speaker
16:35 – 17:05	New ETC strategy on engagement with NGOs	Plenary / Global ETC Support Cell, NetHope, TSF, WVI
17:05 – 17:25	Wrap-up of Day 2	Plenary / G. Bruni
17:25 – 17:35	Meeting Closure	Plenary / J. Kern



# ETC TODAY

# Session Overview

- ETC mandate – sync
- Summary of primary findings – yesterday
- SWOT analysis

# ETC Mandate

To provide timely, predictable and effective Information Communications Technology services to support humanitarian community in carrying out their work efficiently, effectively and safely.

# Summary of Primary Findings

## Philippines:

- Information sharing in the field
- Local level preparedness (sustainability)
- Continuity in leadership – rosters
- Bring your own device and challenges of customer support

## Syria/Libya:

- Licensing and importation of equipment
- Continuity of ETC Coordinator role / Building local capacity where possible
- Definition of services, roles and responsibilities between UNHCR and ETC
- Sharing information between partners and organizations

## South Sudan:

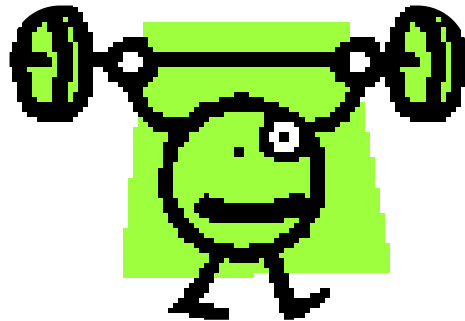
- Customs strategy required
- Better address ETC response planning
- Lack of staff skills locally
- Mitigation of security constraints

## C.A.R/Mali:

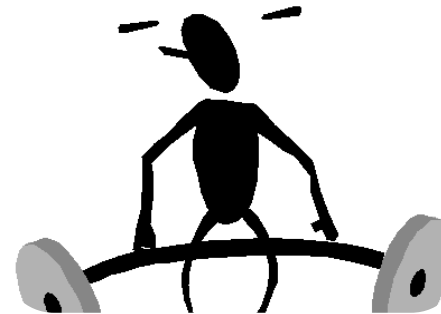
- Redundancy of ETC solutions
- Manage the expectations
- Improve exit strategy / long term funding
- Capacity building of local ICT WG
- Customs issues



# SWOT - Review



Strengths



Weaknesses



Opportunities



Threats

# Strengths

- Presence/footprint
- Deployment speed
- Network
- Preparedness and capacity building
- Support (in-kind / funding / ..)
- Good value for clients

# Weaknesses

- Preparedness (country level,...)
- Funding (preparedness, the “C.A.Rs”)
- Service cluster
- Assumed/taken for granted
- Joint planning
- Uneven availability (challenging contexts)
- Uneven response (in different countries)

# Opportunities

- New technologies
- Evolving humanitarian needs
- Expectation of humanitarian workers (things to work)
- Possibility to get closer to the people we support

# Threats

- A diverse membership
- Our own bureaucracy

<p><b>SUMMARY</b></p>	<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Presence</li> <li>• Deployment speed</li> <li>• Network</li> <li>• Preparedness</li> <li>• Support</li> <li>• Value</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>• Preparedness</li> <li>• Funding</li> <li>• Service Cluster</li> <li>• Assumed</li> <li>• Joint planning</li> <li>• Uneven availability</li> <li>• Uneven response</li> </ul>
<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• New technologies</li> <li>• Evolving humanitarian needs</li> <li>• Expectation of humanitarian workers</li> <li>• Closer to beneficiaries</li> </ul>	<p>How can we capitalize on ETC strengths to capture opportunities?</p>	<p>How can we overcome ETC weaknesses to take advantage of the opportunities?</p>
<p><b>Threats</b></p> <ul style="list-style-type: none"> <li>• Diverse membership</li> <li>• Our own bureaucracy</li> </ul>	<p>How can we use ETC strengths to mitigate threats?</p>	<p>How can we overcome those ETC weaknesses that will make a reality of the threats?</p>



# SETTING THE DIRECTION: COMMUNICATION WITH COMMUNITIES

# Beneficiaries

*Services to beneficiaries; Accountability to affected populations; Can IT directly improve the lives of people we serve?*

## Facilitator & Support:

- **Marianne Donven**, Head of Humanitarian Assistance desk, Directorate for Development Cooperation, Luxembourg Ministry of Foreign Affairs
- **Patrick Gordon**, Chief of Information Technology section, OCHA



# Communication with Communities

## ETC mandate:

***To provide timely, predictable and effective Information Communications Technology services to support humanitarian community in carrying out their work efficiently, effectively and safely.***

# Communication with Communities

*Communication: a basic need? a human right?*

Should the **ETC mandate be extended** to include the delivery of essential life-saving telecommunications to affected communities?

- to give a voice to people in need
- to facilitate family-reunification
- to allow affected people to restore their livelihoods
- to share information and data with affected people
- to make aid more transparent and accountable
- to support cash-based assistance and mobile assessments ...

# Communication with Communities

Should the ETC only provide basic communication services (internet connectivity, mobile communication) or get involved in communication tools and information sharing services?

# Communication with Communities

- Does CwC require a regulatory framework?
- Does the Tampere Convention need to be revisited?
- Should the ETC engage with regulators on CwC?
- Should CwC be based on national infrastructure or rather on international capacities?
- Should the ETC contribute to the World Humanitarian Summit consultations on its innovative approach to CwC?



# SETTING THE DIRECTION: WORKING WITH GOVERNMENTS TO BUILD RESILIENCE

# Governments

*Working with governments to build resilience; How can we as IT improve resilience at country level?*

## Facilitator & Support:

- **Brent Carbno**, Program Director, Ericsson Response
- **Isaac Kwamy**, Associate Director, Humanitarian Information Systems & Telecommunications, Humanitarian & Emergency Affairs, World Vision International

# What is Resilience?

*“The ability to bounce or spring back into shape, position, etc., after being pressed or stretched”*

*“Resilience of a community is an overarching attribute that reflects the degree of community preparedness and the ability to respond to and recover from a disaster”*

# Resilience - Approach



- Disaster resilience is the collective responsibility of all sectors of society
  - Shared between governments (all levels), communities, businesses and individuals
- Prevention, preparedness, response and recovery
- Requires integrated and coordinated response plans throughout the community
- Community characteristics have a significant effect on resilience, especially the levels of vulnerability and preparedness
- Average income, economic growth, level of awareness, and local politics have significant repercussions on critical infrastructure and disaster preparedness



# Community with Resilience



- Functions well under stress
- Well coordinated response (from individual to government)
- Each element of society takes responsibility for themselves and partner where support is required
- Understands the risks
- Successful at adapting to risks and anticipating disasters
- Self-reliance
- Social capacity

# Government Resilience



- Effective planning and management of communities in hazardous areas
- Communication and education for people at risk and vulnerable to hazards (vulnerable communities are the hardest hit)
- Well coordinated early warning and response plans
- Quick and effective recovery plans
- All levels of government must be involved to support the communities
- Funding and resources
- Promoting resilience:
  - Awareness
  - Leadership
  - Resource allocation
  - planning

# How do others help with resilience?



## NGOs

- They are often at the forefront of strengthening disaster resilience
- Help communities cope with, and recover from, a disaster
- Stimulate policy innovation and community engagement

## Individuals

- Resilience increased by active planning and preparation for protecting life and property
- Based on the awareness of threats to their locality

## Private Sector Businesses

- Provide resources, expertise and essential services on which the community depends
- Critical infrastructure
- Understand the risks and ensure they are able to continue providing services during or soon after a disaster
- Be proactive – often technology and support exists in the private sector

# What part can the ETC play?



- Be at the forefront of discussions
  - Government policies and planning (all levels)
  - Private sector associations – i.e GSMA, GVF, others
- Understand technology trends now and in the future, and their relevance in economically challenged areas (where is the private sector investing and what does that mean to the population?)
- Bridge the different sectors of society – NGOs, private sector and government
- Form partnerships that can strengthen resilience – leverage expertise in all sectors
- Promote awareness and provide leadership
- Understand what resilience means to different communities – minimum service levels



# SETTING THE DIRECTION: PREPAREDNESS

# Preparedness

*Empowering response at country level; How can IT improve preparedness at local humanitarian level?*

## Facilitator & Support:

- **Hani Shannak**, Chief Information Technology Operations Services, UNICEF
- **Yogendra Joshi**, Regional Information and Communications Technology Officer, UNHCR

# Preparedness

Levels addressed by the ETC Preparedness strategy:

1. Global
2. Regional
3. Country level

“The ETC should be ready to respond to three large scale emergencies per year (> 500,000 beneficiaries and five operational locations) and two of which would be concurrent / overlapping.”

# Preparedness - Global

1. Capacity: Global training
2. Maintain registry of providers, partners, MoUs, etc..
3. Maintain Stockpile of equipment
4. Develop, Disseminate and Maintain Standard Operational Procedures(SoPs), policies, and standards



# Preparedness - Regional

1. Regular coordination teleconference
2. Availing regional Stockpile
3. Organize regional training and simulation
4. Establish Regional partnership

“Cluster approach framework does not specify regional cluster activities and coordination.”

# Preparedness - Country (ETC/ICT WG)

1. Support the HC/RC in identifying ETC lead
2. Ensure that the ET plans are included and aligned to the country Business Continuity Plan.
3. Plan for availability of adequate emergency response capacity.
4. Serve as a single point of contact with the local government
5. Assess, Identify and address ET gaps
6. Facilitate importation & use of equipment
7. Support End users



## SETTING THE DIRECTION: WHAT ELSE??

# What else??

*Partnering strategy? Services, tools, mobile apps? Innovation strategy?  
Sustainability?*

## Facilitator & Support:

- **Gisli Olafsson**, Emergency Response Director, NetHope
- **Pierre Abramovici**, Information Technology and Communications Manager, FAO

# What else??



# What else??

- Partnering strategy
  - Role of the private sector
  - Role of MNOs
  - Role of NGOs
  - Role of Governments
- Beyond connectivity
  - New innovative connectivity
  - Services delivery
  - Mobile Apps
- Big Data
  - Crowd generated data
  - Internet of Things
  - Open Data
- Voice of the customer
  - Who are our customers?
  - What are their needs?
  - What devices will they be using?
- Sustainability
  - Preparedness
  - Working with member states
  - Capacity building in disaster prone countries
  - Transition and exit strategy
  - Endless emergencies

# ETC 2020: *What, How, Who, When*

## Objectives:

- To encourage participants to explore and recommend how the essential components can be designed and delivered by 2020.
- To identify who will drive delivery of essential components.
- To provide timing to the strategy.

## Outcomes:

- Recommendations from 4x groups on how essential components can be designed and delivered by 2020.
- ETC members who identify, relate and associate with the ETC 2020 strategy.
- Nominated organisations responsible for driving delivery of identified essential components, ensuring shared commitment from ETC members.

# Breakout Groups #1

<b>Beneficiaries</b> <i>M. Donven, P. Gordon</i>	<b>Governments</b> <i>B. Carbno, I. Kwamy</i>	<b>Preparedness</b> <i>H. Shannak, J. Joshi</i>	<b>What Else?</b> <i>G. Olafsson, P. Abramovici</i>
Phil Paul	Claudiu Mateescu	Hazme Akyol	Nizar Zeidan
Aimee Lauer	Jakob Kern	Edward Happ	John Isaksson
Mark Banburry	Moe Kyaw	Anna Bondesson	Bjorn Bendix
Clement Bruguera	Joseph Burton	Alan Kuresevic	Benjamin Hourte
Eric Kiruhura	Caroline Teyssier	Kyla Reid	Eduardo Artigas
Runar Holen	Steve Birnbaum	Gilles Hoffmann	Mark Hawkins
Lucio Pascarelli	Albert Gembara		Martin Kristensson



# Breakout Groups #2

<b>Beneficiaries</b> <i>M. Donven, P. Gordon</i>	<b>Governments</b> <i>B. Carbno, I. Kwamy</i>	<b>Preparedness</b> <i>H. Shannak, J. Joshi</i>	<b>What Else?</b> <i>G. Olafsson, P. Abramovici</i>
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# ETC 2020: Beneficiaries - CwC

- ETC to enlarge its mandate? While continuing to provide reliable access to connectivity to the humanitarian community – If yes, then:
- ETC mandate to be clearly scoped (is not provider of last resort for CwC)
- ETC is a network / partnership broker / facilitator / policy adviser / enabling role (f.ex. link sat providers with mobile providers)
- Clear definition of roles for the cluster and cluster members (partnerships with commitments)
- Communication ‘for’ or ‘with’ communities (definition in progress)
- Support the MON’s to restore their network (including to enable assistance, thus serving both the humanitarian community and affected communities)
- Preparedness at global, regional and national level (needs, energy, capacity-building, pre-positioning, logistics, pre- and post-disaster assessments)

# ETC 2020: CwC

- Facilitation of multi-stakeholder Rapid assessments after disaster -> request for assistance as basis for a coordinated response to IT needs;
- Foster the understanding that critical items to restore infrastructure to be considered as humanitarian assistance and facilitate the process
- Awareness-raising (business case / win-win) for MNOs about humanitarian principles and critical communication needs of affected communities
- Internet cafés, education programs, cash-based programs, accountability systems not directly operated by ETC but by humanitarian organisations – possibly on cost-recovery basis
- CwC is not a core sector from a donor perspective yet : advocate towards donors; industry can possibly also support this
- Need for a ETC policy paper on CwC?

# ETC 2020: CwC

- Small interventions, big impact
- Expand service catalogue
- Policy, training, preparedness, advice
- Communications for communities
- Current mandate is too limited
- MNOs are beneficiaries to emergency or country level partners global GSMA ; we need to strengthen MNO's response capacity including for disasters where international community is not responding
- Need the legal framework to move forward ETC mandate, GSMA accreditation
- WHO: humanitarian community, industry, NDMA & MNOs (firstly in disaster-affected countries)

# ETC 2020: *Governments*

## **Working together as a community / working with Government**

How can this be achieved?

- Focus on high-risk countries and work with governments to develop their disaster risk management
- Supporting ICT resilience through best practices, from the national to the community level
- Define/redefine the relationship with the private sector so that resilience is a design consideration as we look towards 2020
- Engage appropriate partners to influence their sector

# ETC 2020: *Preparedness- Global*

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# ETC 2020: *Preparedness- Country* (*ETC/ICT WG*)

1. Two types of emergencies. Natural and Human made
2. Establish strong Relationships with local partners (UN/NGO/Private)
3. Maintain profiles of local capacities at the Hub
4. Provide advisory services and support if required
5. Continuous development of training skills
6. Include links to Global Alert Systems
7. Expand capacity of Regional Hubs

# ETC 2020: *Preparedness- Country* (*ETC/ICT WG*)

1. Risk profiling
2. Monitoring
3. Minimum preparedness Actions (MPA's)
4. Contingency Response Planning (CRP)
5. Standard Operating Procedures for the limited Initial Emergency Response

# ETC 2020: *What else??*

Partnering Strategy  
Beyond connectivity  
Big data  
Voice of the customer  
Sustainability

# What else: Partnering Strategy

Funding needs to cover both The Sexy CNN emergencies and the hidden ones

Funding should come through different members of the cluster (not all through WFP channel)

Advocacy: ETC brand needs to be omnipresent

Models for increased private sector participation both in sexy and hidden emergencies

# What else: Beyond connectivity

Power and energy coordinating body

Data service (Portal and middleware) , standard for Arcgis, maps, unified communication

Advocacy and coordination services (what is available)

common federated authentication services

# What else: The 2 models

areas where connectivity is good:

- Short intervention to rapidly restore connectivity
- Provide humanitarian connectivity until telco connectivity is restored
- Remote coordination services possible

Bad connectivity areas: Working in conflict and difficult areas are still going to be a challenge with government shutting down networks.

- 2-3 months from reestablishing
- Traditional connectivity services
- Deploying for longer term especially in places where there is reoccurrence of disasters

The divide between these 2 will increase in 2020

# What else: Voice of the customer

Potential new customers: : local NGOs, local telecommunication companies; local government

Need for policy and advocacy positions for emergencies for MNOs

Telco rating system or accreditation of the level of resilience

# What else: Conclusion

In 2020 a major shift from provider to advisor, convener and an advocate.





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