# ETC OPERATION REVIEW

# INTRODUCTION

# Objectives of the Day

➢ To identify key successes and challenges from the recent emergency operations – related to "*People, technology and Processes*".

➢ To identify and agree on best practices and solutions to improve ETC Preparedness and Response.

➢ To set the stage for the ETC 2020 sessions on Day 2.

# Structure of the session

| TIME | SESSION | PRESENTER | CONTENT / FORMAT |
|------|---------|-----------|------------------|
| 11:35 – 12:45 | **Country Emergency Review** | • Facilitator **Philippines**, C. Bruguera / support E. Kiruhura<br><br>• Facilitator **Syria/Libya**, / C. Mateescu, support M. Hall<br><br>• Facilitator **Mali/C.A.R**., R. Holen / support G. Hoffmann<br><br>• Facilitator **South Sudan**, J. Isaksson / support C. Teyssier | 4 <u>Groups</u>:<br><br>• Philippines<br>• Syria / Libya<br>• Mali / CAR<br>• South Sudan<br><br>• groups rotate once (30 min each time)<br><br>• Pre-read / Summary on each country provided to each group |
| 12:45 – 14:00 | **Lunch** | | |

# Structure of the session

| 14:00 – 14:15 | Brainstorming on solutions | • Introduction - Lead Facilitator, M. Kristensson | 1. Introduce discussion and the 4 key issues to be discussed in groups |
|---|---|---|---|
| 14:15 – 15:30 | **Brainstorming on solutions** | • Facilitator 1 issue: H. Akyol / support G. Hoffmann<br><br>• Facilitator 2nd issue: E. Artigas / support E. Kiruhura<br><br>• Facilitator 3rd issue: L. Pascarelli / support M. Hall<br><br>• Facilitator 4th issue: M. Kyaw / support C. Teyssier | 1. Groups looking at potential **solutions** for **each of the 4 key issues** presented<br><br>2. **Prioritize 3 to 5 solutions** per group |
| 15:30 – 15:45 | **Coffee break** | | |

# Structure of the session

| | | | |
|---|---|---|---|
| **15:45 – 16:00** | **Reporting & way forward** | • **Lead Facilitator, M. Kristensson along with Facilitators H. Akyol, E. Artigas, L. Pascarelli and M. Kyaw** | • **Facilitators reporting on the top 3-5 solutions per issues**<br>• **Prioritization instructions** |
| 16:00 – 16:10 | Reporting & way forward | • All participants prioritizing | • All participants prioritize their **2 top priority solutions** |
| 16:10 – 16:50 | Reporting & way forward | • Led by M. Kristensson inviting group Facilitators: H. Akyol, E. Artigas, L. Pascarelli and M. Kyaw | • **Top solutions presented and discussed** (mini debate)<br>• Solutions and **way forward** to be agreed on |
| 16:50 – 17:00 | Wrap-up of Day 1 | • Plenary / Lead Facilitator M. Kristensson | • Wrap up |

# COUNTRY EMERGENCY REVIEW

# Country Emergency Review - Groups

| TIME | SESSION | PRESENTER | CONTENT / FORMAT |
|---|---|---|---|
| 11:35 – 12:45 | **Country Emergency Review** | <ul><li>Facilitator **Philippines**, C. Bruguera / support E. Kiruhura</li><li>Facilitator **Syria/Libya**, / C. Mateescu, support M. Hall</li><li>Facilitator **Mali/C.A.R**., R. Holen / support G. Hoffmann</li><li>Facilitator **South Sudan**, J. Isaksson / support C. Teyssier</li></ul> | 4 Groups:<ul><li>Philippines</li><li>Syria / Libya</li><li>Mali / CAR</li><li>South Sudan</li></ul><ul><li>groups rotate once (30 min each time)</li><li>Pre-read / Summary on each country provided to each group</li></ul> |
| 12:45 – 14:00 | Lunch | | |

# Country Emergency Review - Groups

| Syria / Libya | South Sudan | Philippines | C.A.R. / Mali |
|---|---|---|---|
| **Claudiu Mateescu** | **John Isaksson** | **Clement Bruguera** | **Runar Holen** |
| Mariko Hall | Caroline Teyssier | Eric Kiruhura | Gilles Hoffmann |
| Marianne Donven | Anna Bondesson | Brent Carbno | Pierre Abramovici |
| Hazme Akyol | Alan Kuresevic | Kyla Reid | Steve Birnbaum |
| Gisli Olafsson | Patrick Gordon | Edward Happ | Mark Hawkins |
| Phil Paul | Mark Banburry | Bjorn Bendix | Lucio Pascarelli |
| Nizar Zeidan | Moe Kyaw | Benjamin Hourte | Albert Gembara |
| Aimee Lauer | Hani Shannak | Eduardo Artigas | Gianluca Bruni |
| Jakob Kern | Joseph Burton | Yogendra Joshi | Isaac Kwamy |

# COUNTRY EMERGENCY REVIEW

# MALI / C.A.R.

The 4 key highlights / issues prioritized are:

1. Redundancy of ETC solutions

2. Manage the expectations: bandwidth / services catalogue

3. Improve exit strategy / long term funding

4. Capacity building of local ICT Working Groups before the emergency

5. Customs issues – positive (ETC role) - still need improvement

# Syria / Libya

The 4 key highlights / issues prioritized are:

1.  Licensing and importation of equipment – together or separate?

2.  Continuity of ETC Coordinator role / Building local capacity where possible

3.  Definition of services, roles and responsibilities between UNHCR and ETC

4.  Sharing information between partners and organizations – knowing what services are being provided by who and where

# Philippines

The 4 key highlights / issues prioritized are:

1. Information sharing in the field

2. Local level preparedness (sustainability)

3. Continuity in leadership – rosters

4. Bring your own device and challenges of customer support

# South Sudan

The 4 key highlights / issues prioritized are:

1. Customs Strategy required

2. Improve ETC Response Planning – inclusion of partners and priorities on ETC staff and services to be deployed (Coordination)

3. Lack of Staff skills locally

4. Mitigation of security constraints

# 4 Main Highlights to take forward

The 4 Main highlights / issues to be further discussed are:

1. Leadership continuity / local capacity building / sustainability / interoperability

2. Customs and licensing strategy

3. Sharing of information

4. Security (hardware/data/people)

# BRAINSTORMING ON SOLUTIONS

# Prioritization of 4 highlights

Proposition of 4 highlights to prioritize and brainstorm on solutions:

1. Leadership continuity / local capacity building / sustainability / interoperability

2. Customs and licensing strategy

3. Sharing of information

4. Security (hardware/data/people)

# Brainstorming on Solutions - Groups

| TIME | SESSION | PRESENTER | CONTENT / FORMAT |
|---|---|---|---|
| 14:15 – 15:30 | **Brainstorming on solutions** | • Facilitator 1 issue: H. Akyol / support G. Hoffmann<br><br>• Facilitator 2nd issue: E. Artigas / support E. Kiruhura<br><br>• Facilitator 3rd issue: L. Pascarelli / support M. Hall<br><br>• Facilitator 4th issue: M. Kyaw / support C. Teyssier | 1. Groups looking at potential **solutions** for **each of the 4 key issues** presented<br><br>2. **Prioritize 3 to 5 solutions** per group |
| 15:30 – 15:45 | **Coffee break** | | |

# Brainstorming on Solutions - Groups

| 1 | 2 | 3 | 4 |
|---|---|---|---|
| **Lucio Pascarelli** | **Moe Kyaw** | **Eduardo Artigas** | **Hazme Akyol** |
| **Mariko Hall** | Caroline Teyssier | Eric Kiruhura | Gilles Hoffmann |
| **Claudiu Mateescu** | Anna Bondesson | Brent Carbno | Pierre Abramovici |
| **Marianne Donven** | Alan Kuresevic | Kyla Reid | Steve Birnbaum |
| **Gisli Olafsson** | John Isaksson | Edward Happ | Mark Hawkins |
| **Phil Paul** | Patrick Gordon | Bjorn Bendix | Nizar Zeidan |
| **Runar Holen** | Mark Banburry | Benjamin Hourte | Albert Gembara |
| **Aimee Lauer** | Hani Shannak | Clement Bruguera | Gianluca Bruni |
| **Jakob Kern** | Joseph Burton | Yogendra Joshi | Isaac Kwamy |

# REPORTING AND WAY FORWARD

# Top 3 - 5 solutions per issues

1. Leadership continuity / local capacity building / sustainability / interoperability:

   - Exit strategy from beginning

   - Hand-over during rotation

   - Identify and train local capacity when available

2. Customs and licensing strategy:

   - Establish MoU Partnerships beyond

   - Establish data base of country level frequencies

3. Sharing of Information

   - Joint communications teams

   - Manage expectation of service delivery in emergencies

4. Security:

   - Cloud / data

   - Radio deployment of equipment

   - Redundancy on ETC solution / connectivity

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