

## **Syria Crisis**

### **ETC Situation Report #13**

**Reporting period 18/02/14 to 20/03/14**

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### **Highlights**

- The standardisation of radio programming and communications in Syria, Jordan and Lebanon will help improve the efficiency and effectiveness of radio communications.
- Radio coverage maps are being developed for Syria, Jordan and Lebanon so humanitarian organizations have a better idea of where radio services are being provided.

### **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**

- An MOU is being drafted between the ETC, WFP, UNDSS and UNDP to address the establishment of COMCENs and delivery of radio services within Syria. This should improve delivery of radio services and improve the safety and security of humanitarian staff on the ground.
- The standardisation of radio programming and communications in Syria, Jordan and Lebanon will also help improve the efficiency and effectiveness of radio communications.
- Radio coverage maps are being developed for Syria, Jordan and Lebanon so humanitarian organizations have a better idea of where radio services are being provided.

### **Challenges and Gaps**

- The importation and licensing of equipment remains a problem.



- The volatile security situation continues to delay the assessment and installation of telecommunications capability for the humanitarian community in key areas within Syria.
  - A mission to Qamishli was planned, however it had to be postponed due to the security situation.

## Planned Activities

- An IT Emergency Management Training session will be held in Damascus towards the end of March. Humanitarian organizations will be contacted to confirm participation.
- A radio trainer is being recruited in Jordan so radio training can be delivered to both radio operators and users.
- Two ETC assistants are being recruited for the offices in Homs and Damascus.

## Meetings

### Global ETC teleconference

Next teleconference will be held on Thursday 20<sup>th</sup> March, 2014 at:

10:00 New York  
14:00 UTC  
15:00 Rome  
16:00 Damascus  
16:00 Amman  
18:00 Dubai

All information related to ETC operations can be found on the website: [www.ETCluster.org](http://www.ETCluster.org)

For more information, or to be added or deleted from the mailing list, please contact: [Syria.ETC@wfp.org](mailto: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	1x installed & licensed 1x not installed & unlicensed	Yes	Yes	No	Yes	No
	FAO	No	Yes		No	Yes	No
	UNRWA	No, 1x in stock but unlicensed	Yes	Yes	No	Yes	No

## Key ETC Contacts

The list below shows the key people involved in providing and supporting inter-agency ICT services in the Syria operation:

LOCATION	AGENCY	NAME	TITLE	EMAIL	MOBILE PHONE
Cairo	WFP	Samer AbdelJaber	Regional IT Officer & IT/ETC Coordinator	<a href="mailto:samer.abdeljaber@wfp.org">samer.abdeljaber@wfp.org</a>	+ 201 0 6661 6603
Damascus	WFP	Edisher Giorgadze	ICT Officer	<a href="mailto:edisher.giorgadze@wfp.org">edisher.giorgadze@wfp.org</a>	+ 963 9 9119 9643

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## Acronyms

COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
HF	High Frequency
ICT	Information and Communications Technology
IOM	International Organization for Migration
JOC	Joint Operations Centre
Kbps	Kilobits per second
Mbps	Megabits per second
MOU	Memorandum of Understanding
OCHA	Office for the Coordination of Humanitarian Affairs
SHARP	Syria Humanitarian Assistance Response Plan
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
WHO	World Health Organization