Syria Crisis

ETC Situation Report #15

Reporting period 21/04/14 to 21/05/14

Author: Adam Ashcroft, WFP

Highlights

- A radio repeater has been installed at Azraq refugee camp in Jordan, which opened on 30/04/14, to provide radio coverage across the camp. Wireless and fixed internet is also available in the base camp for use by ETC members.

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

- A budget revision is ongoing to align the budget with planned activities.

- The ETC is working on a submission for the 2014 SHARP mid-year review in order to provide updates to OCHA on ETC achievements, challenges and lessons learnt since the beginning of the operation.

- A Technical Agreement between WFP, UNDSS and UNDP to address the establishment of COMCENs and delivery of common radio services within Syria has been reviewed by the WFP legal team. It is now being reviewed by UNDP and UNDSS legal teams.

    o The Technical Agreement should improve delivery of radio services and the safety and security of humanitarian staff on the ground.

SYRIA

- An assessment mission to Aleppo was deployed at the beginning of May to assess the location of a proposed new UN hub, however a decision has yet to be made whether or not this hub will be established.

- An approval letter from MoFA regarding the importation of ICT equipment into Syria is still pending. It is unlikely this will be received soon due to the Syrian presidential elections in June, and Ramadan and Eid in July.

- A proposed location within Tartous has been identified for a UN hub. ETC services will be deployed in the hub once basic IT infrastructure is deployed.

- Radio programming for the humanitarian community in Syria is ongoing.

JORDAN

- A radio repeater has been installed at Azraq refugee camp, which opened on 30/04/14, to provide radio coverage across the camp. Wireless and fixed internet has also been installed in the base camp for use by ETC members.

IRAQ

- Almost all of northern Iraq has digital radio coverage.

- New radio handsets have been received and radio programming is ongoing with the assistance of UNAMI.

- Planning is underway to establish a new common radio room in Dohuk, North Iraq.

Challenges and Gaps

- The importation and licensing of equipment remains a problem in Syria.

- The volatile security situation continues to delay the assessment and installation of telecommunications capability for the humanitarian community in key areas within Syria.

Planned Activities

- An audit of ETC activities will begin on 04/06/14. The ETC AMD and compliance processes have been updated in preparation.

- An additional radio repeater may be required in Dohuk city near the Domiz camp in Iraq to provide radio coverage.

- Radio operator and user training will be provided in Syria in June and July.

Meetings

Global ETC teleconference

Next teleconference will be held on Thursday 12th June, 2014 at:

09:00   New York
        13:00   UTC
        15:00   Rome
        16:00   Damascus
        16:00   Amman
        17:00   Dubai

Local ETC Meeting

The next Local ETC meeting will be held on Wednesday 18th June in Amman at 10:00 Jordan time.

All information related to ETC operations can be found on the website: www.ETCluster.org

For more information, or to be added or deleted from the mailing 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	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	samer.abdeljaber@wfp.org	+ 201 0 6661 6603
Damascus	WFP	Edisher Giorgadze	ICT Officer	edisher.giorgadze@wfp.org	+ 963 9 9119 9643

Acronyms

AMD	Asset Management Database
COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
HF	High Frequency
ICT	Information and Communications Technology
MoFA	Ministry of Foreign Affairs
MOU	Memorandum of Understanding
OCHA	Office for the Coordination of Humanitarian Affairs
SHARP	Syria Humanitarian Assistance Response Plan
UNAMI	United Nations Assistance Mission in Iraq
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