



Photo: WFP / Mariko Hall



Photo: TSF

ETCLUSTER.ORG

Improved delivery of common ICT services in emergencies to enable more effective humanitarian response operations globally.

Session

Learning Objective:

- Introduction to the Emergency Telecommunications Cluster website and its features

Content:

- Provide an introduction to the ETCluster.org website.
- Familiarize participants with resources and tools.



What is ETCluster.org?

- Primary online information hub for the Emergency Telecommunications Cluster (ETC).
- ETCluster.org replaced the ICT Emergency Platform*.

Key objectives:

- Operational support
- Increase awareness
- Management information e.g. ETC2020.

* ictemergency.wfp.org will continue to run in parallel



Photo: WFP/ Haidar Baqir

New Features

- **Navigation:** More user-friendly and intuitive;
- **Design:** Improved look, overall aesthetic;
- **Content:** Redefined content – more relevant to its target audience.
- **Functionality:** Enhancing the user experience.



Photo: MSB/Sven Sjoqvist

Overview: Home Page

- ETCluster.org is divided into seven subsections:



- Search option
- Home Page features:
 - Current Emergencies
 - Latest Updates
 - Events.

Current Emergencies



Latest Updates



Today's Strategy to Ensure Tomorrow's Humanitarian Connections

News 03 July 2015

Events

Let's Comm Digital
Revigne, Sweden
- 26 October 2015 - 7:00 am GMT to 30 October 2015
- 3:00 pm GMT

ETC Plenary Meeting, October 2015
Geneva, Switzerland
- 12 October 2015 - 11:00 am GMT to 13 October
2015 - 4:00 pm GMT

JOINT Global ETC Teleconference #8 incl.
WA update
WebEx - 15 July 2015 - 12:00 pm GMT

See all events

Emergency Pages (1)



Nepal: Earthquake



25 April 2015

A 7.9 magnitude earthquake struck Nepal on Saturday 25th April in the city of Pokhara, 81km from Kathmandu. Tremors continued to be felt hours after the initial shock and as far afield as Pakistan, Bangladesh and neighbouring India.

Over 4000 deaths were reported within the first few days.

Communications services and power were offline in Kathmandu, however are being quickly repaired. The full extent of the damage outside of the capital is still being assessed.

Sources: BBC



Destruction caused by the April 25 earthquake. Photo: WFP/ Rob Buurveld

The Emergency Telecommunications Cluster (ETC) has been activated in response to the earthquake emergency to provide the humanitarian community with shared internet connectivity and telecommunications services.

8 million people affected by the earthquake	US\$2 million needed by the ETC	1158+ users registered to use ETC networks	Shared ETC internet services from 15 sites
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Affected Countries

- Nepal ETC activated

Funding Status



Percentage received: 92.00 %
Required: 0.1624 M\$

Key Documents

ETC response to Nepal earthquake Factsheet 19 May 2015	Nepal Earthquake, ETC ConOps - Update 22 June CONOPS 22 June 2015
ETC Nepal Services map 22 June 2015 Map 22 June 2015	ETC Nepal Service Request Form Other 02 July 2015
ETC Nepal infographic - 15 May Infographic 15 May 2015	

[See all documents](#)

Emergency Pages (2)



Key Operational Gaps

 Internet	<ul style="list-style-type: none">• Mobile services from Nepal Telecom and Ncell are working in most areas of Kathmandu, though some damage to towers and interrupted coverage has been reported.• Mobile networks are congested.• Internet through local ISPs is operational.
 Radio	<ul style="list-style-type: none">• VHF radio communications is working well. All UN repeater channels are operational.
 Power	<ul style="list-style-type: none">• City power grid is operational in Kathmandu.

Latest Documents

ETC Nepal Service Request Form
Other 02 July 2015

Nepal Earthquake, ETC SitRep #11
SitRep 30 June 2015

Nepal Earthquake, ETC SitRep #10
SitRep 23 June 2015

Nepal Earthquake, ETC ConOps - Update 22
June
CONOPS 22 June 2015

ETC Nepal Services map 22 June 2015
Map 22 June 2015

[See all Documents](#)

Contacts

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Events

Related updates



The Road to Recovery
Blog post 03 July 2015

Meet... Lakshmi Niroula

Blog post 15 June 2015

[See all updates](#)



ETC Nepal Earthquake Response
Video 30 June 2015

On the Road

Blog post 02 June 2015



Q&A: Martin Falebrand, Ericsson Response

Blog post 23 June 2015

10 Facts About ETC Nepal

Blog post 26 May 2015

Useful links

[ReliefWeb - Nepal Earthquake](#)

Resources – Members Only



- Restricted documents:
 - Technical documentation
 - Financial and budget documentation
 - Project Reports
 - Meeting minutes
 - Policies and procedures
 - Templates
 - Manuals
 - Contact lists
 - Best practices.
- Find via Search option on Home page or “See all documents” on emergency pages.

CURRENT SEARCH

Searched Keywords: syria
Items found: 90

FILTER BY AFFECTED COUNTRIES:

FILTER BY RELATED EMERGENCIES:

FILTER BY TYPE:

- Select -
- Minutes(46)
- SitRep(23)
- Map(14)
- Other(2)
- CONOPS(1)
- Contact list(1)

Search results

Displaying 1 - 10 of 90 matching your search terms.

[Syria ETC SitRep #23 - 28 May :](#)

SitRep - 28 May 2015 - Syria: Civil Unrest - Syria

[Syria Civil Unrest, ETC Services](#)

Map - 26 May 2015 - Syria: Civil Unrest - Syria

[ETC Syria services map - update](#)

Map - 25 May 2015 - Syria: Civil Unrest - Syria

[Syria ETC SitRep #22 - 26 April](#)

SitRep - 26 April 2015 - Syria: Civil Unrest - Syria

[Syria Civil Unrest, ETC Services](#)

Country Pages



South Sudan

Current Emergencies

- **South Sudan: Conflict**

ETC Activities

The Emergency Telecommunications Cluster (ETC) was activated in South Sudan in 2011, following the country's independence, to provide security and data telecommunications and coordination services to the humanitarian community. Since the conflict began, the ETC scaled up its activities and expanded to new locations in the interior of South Sudan, supporting humanitarian organizations involved in the crisis response through the provision of vital telecommunication services.

The ETC is currently providing vital frontline ICT services to over 150 humanitarian organizations operating in South Sudan, including security telecommunications and internet connectivity services, renewable power, technical support (help desk & coordination) and training.

Country Profile

Phone/Mobile	<ul style="list-style-type: none"> • Mobile operators: MNT, Zain, Vivacell, Gemtel • Most areas of South Sudan do not have access to mobile network, due to the lack of infrastructure, interested customers and local administration limitations.
Radio	<ul style="list-style-type: none"> • VHF and HF security communications serviced provided to the humanitarian community by the World Food Programme (WFP) as Inter-Agency lead in telecommunications. • Comcens operate 24/7 in Abyei, Aweil, Bentiu (Rubkona), Bor, Juba, Kwajok, Mabab, Malakal, Rumbek, Torit, Wau, Wunrock and Yambio. Comcens also operate in Kapoeta and Mingkaman.
Power	<ul style="list-style-type: none"> • Only one per cent of the population has access to power in South Sudan. • Therefore, the ETC, constantly looking for innovative, efficient and sustainable approaches, identified the shift to renewable solar power as the most suitable solution to support the humanitarian community responding to the ongoing crisis in remote and conflict-affected areas of the country.
Regulations	<ul style="list-style-type: none"> • Telecommunications Regulatory Authority: Ministry of Telecommunication and Postal Services
Early Warnings	<ul style="list-style-type: none"> • The security situation in South Sudan is worsening. The number and severity of criminal incidents is increasing due to the deteriorating economic conditions, the drop of the local currency and the ongoing conflict. Under these circumstances, humanitarians remain vulnerable.

Related updates



South Sudan ETC SitRep #77 - 06 July 2015
Document 06 July 2015

South Sudan ETC Service Map 4 July 2015
Document 04 July 2015



Services

Services

Within 48 hours of a disaster, the Emergency Telecommunications Cluster (ETC) provides basic security communications services and shared voice and internet connectivity to humanitarian actors in the field.

Services are deployed in defined 'common operational areas', i.e. areas approved by the Humanitarian Country Team in which the majority of United Nations (UN) agencies and Non-Governmental Organizations (NGOs) are based.

This section contains complete descriptions of services deployed by the ETC when activated.



Security Communications services

Two-way VHF and HF radio networks to cover common operational areas.



Customer Support services

Including help desk for technical assistance.



Information Management services

Encouraging information-sharing and collaboration.



Voice & Data Connectivity services

Shared internet and basic voice telephony



Coordination services

Ensuring collaboration with partners and relevant groups.

Training

ETC Training

In emergency situations, having the right skills, training and knowledge could mean the difference between saving lives, and losing them.



Security session of IT Emergency Management Training. Photo: WFP/ Martin Kristensson

This section is a resource for the humanitarian community to learn about and access training courses and field exercises for ICT professionals, including IT, Telecommunications and Electrical skill sets.

Applications For The Following Courses Are Now Open:

- Let's Comm Digital
- Advanced VSAT installation & Ubiquiti Long Distance WiFi Products & Technologies workshop

Exercise

OpEx Bravo

Format: 7 days

Host / Provider:

World Food Programme (WFP)

WFP FITTEST Training Services

German Federal Agency for Technical Relief (THW)

OpEx Alpha

Format: 4 days

Host / Provider:

World Food Programme (WFP)

WFP FITTEST Training Services

Management

ICT4Gov

Format: 3 days

Host / Provider: World Food Programme (WFP)

Intro to IT Emergency Management

Format: 3 days

Host / Provider: World Food Programme (WFP)

Discussion Forum



FILTER BY AFFECTED COUNTRIES:

FILTER BY RELATED EMERGENCIES:

FILTER BY SERVICE CATEGORY:

FILTER BY RELATED PROJECT:

FILTER BY EVENT:

Discussion Forum

2015 IT EMT

08 July 2015 - Midtonia - Midtonia Earthquake 2015 - Training - Management Training

posted by **Damian Stafford-Shaw** - Last Update: 13 July 2015

Hooray! New ETC website is now live!

03 July 2015 - Information Management - ETC Website Redeve

posted by **Editor User** - Last Update: 03 July 2015

Pictures from Vanuatu via Social Medi

24 June 2015 - Vanuatu - Vanuatu: Cyclone Pam

posted by **Editor User** - Last Update: 30 June 2015

Cyclone Pam Vanuatu, WFP updates -

25 June 2015 - Vanuatu - Vanuatu: Cyclone Pam

posted by **Editor User** - Last Update: 25 June 2015

New Helicopters Capacity

24 June 2015 - Vanuatu - Vanuatu: Cyclone Pam

About ETC

ETC 2020	>
ETC Members	>
Partnering with the ETC	>
ETC Leadership	>
Frequently Asked Questions	>

About ETC

The Emergency Telecommunications Cluster (ETC) is a global network of organizations that work together to provide common communications services in humanitarian emergencies.

Timely, predictable, and effective information and communications technology (ICT) services provided by the ETC support improved:

- Response and coordination among humanitarian organizations
- Operational security environment for staff and assets
- Decision-making through timely access to critical information.



Within 48 hours of a disaster, the ETC provides vital security communications services and internet connectivity to assist humanitarian workers in their life-saving operations. Within ETC services are expanded for continued emergency relief.

Currently in the strategy development phase, the [ETC 2020 Vision](#) will see the cluster evolve primarily a service provider, to broker, facilitator and convenor of technology in emergency;

Partnering for Effective Emergency Response

United Nations agencies and programmes, Non-Governmental Organizations (NGOs), Star Partners, government, private sector and other humanitarian organizations partner with the ETC to support its mandate and objectives. In emergency situations, members exchange information and provide personnel, equipment and solutions.

Services are deployed in defined 'common operational areas', i.e. areas approved by the Host Country Team in which the majority of UN agencies and NGOs are based. The ETC has been operational since 2007.

Registration



Login | **Signup** | Send feedback | Contacts

Emergencies Countries Services Projects Training Discussion Forum About ETC

Search    

The Emergency Telecommunications Cluster (ETC) is a global network of organizations that work together to provide common communications services in humanitarian emergencies.

[Learn more](#)

<http://www.etcluster.org/user/register>



Personal Details



User account

Create new account

E-mail *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

First name *

Last name *

Job Title *

Organization *





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[Home](#) > [About ETC](#) > 2015 IT Emergency Management Training

2015 IT Emergency Management Training

This page is used to share, store and access information relating to the 2015 session of IT Emergency Management Training.

Related Documents:

[Day 2: Introduction to the Project Plan](#)
Project document 14 July 2015

[Day 1: Challenges in the Field of Humanitarian Work](#)
Presentation 13 July 2015





Photo: WFP / Mariko Hall



Photo: TSF

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