

Bangladesh, Iraq, Syria, Yemen

Global ETC Teleconference

Date: 14/11/18 TIME: 13:00 UTC

Attendance

Chair	Caroline Teyssier	(Global ETC), UAE
Ericsson Response	Lars Ruediger	Germany
International Medical Corps	Daniel Wu	Bangladesh
UNHCR	Alexander Thomas	Denmark
	Hafedh Al Juboori	Iraq
	Arthemon	Jordan
	Nizar Zeidan	Switzerland
	Jonathan Kirunda	Bangladesh
WFP	Mark Maulit	Bangladesh
	Min Sun	Bangladesh
	John Bursa	Bangladesh
	Habib Shashati	UAE
	Ozdhan Hadziemin	UAE
	Shahan Ara Quadir	Egypt
	Phyza Jameel	Italy
	Sebastien Pierrel	UAE
World Vision	Mac Esmilla	Lebanon
	Hrvoie Jurcevic	Lebanon
	Antoine Karam	Lebanon

Teleconference started at 13:05 UTC

Agenda

- 1. Bangladesh update**
- 2. Iraq update**
- 3. Syria and surrounding countries update**
- 4. Yemen update**
- 5. AOB**

Minutes

1. BANGLADESH

General Overview

- While the current cyclone season will end in a few weeks, further cyclones are expected at the end of the year.
- Bangladesh will hold a general election on 30 December 2018. WFP is monitoring the situation for any potential impact on ETS operations.

ETS Response

- The newly-created IT Emergency Coordinator role has been filled by a WFP staff member for two months until a long-term candidate is recruited.
- The ETS has handed over ICT equipment to 29 information hubs hosted by the International Organisation for Migration (IOM), UN High Commissioner for Refugees (UNHCR), Terre des Hommes and Radio Naf so that humanitarians can access and display critical information about the response to refugees. The equipment will also enable the ETS to gather key information from refugees using the ETC Connect app on their concerns and refer these concerns to the appropriate actors.
- The ETS has requested US\$1.2 million in the Joint Response Plan for 2019 to cover the expansion of VHF services, the IT network in camps, cyclone preparedness activities, support to information hubs and the ETC Connect app.

2. IRAQ

Security situation

- The security situation in the south of the country is tense. Several demonstrations took place in recent weeks. In Mosul, the situation remains volatile.

ETC Response

- The ETC programmed 42 handheld radios and two base stations in preparation for the Logistics Response Training (LRT) that took place in the second week of November. The ETC also participated in the training as facilitators as part of the Communications Centre (COMCEN) scenario.
- The ETC is exploring additional options to improve its Internet connectivity in 18x camps around Mosul. A vendor was successfully identified to create a registration page for users in camps where ETC provides internet services. This will enhance secure access to the network as well as enable the team to track number of users and manage the Internet traffic in a better way, ultimately offering a better experience to users.
- The ETC is planning on transitioning its activities by the end of March 2019.
- The ETC team visited the Community Resource Centres (CRCs) in West Mosul and Fallujah to assess the technical needs of the centres and to conduct communications activities about the CRCs impact on affected communities. Three generators were donated by ETC to IOM to be used in these CRCs. CRCs will be used



by affected communities to find out information about what assistance is available to them and attend awareness sessions and workshops about CV writing, job opportunities, English classes and web design.

3. SYRIA AND SURROUNDING COUNTRIES

Security situation

- The security situation remains tense across the country.

ETC Response

- The ETC Coordinator in Syria is on mission in Aleppo to evaluate the communications needs of humanitarians on the ground. There is a need to strengthen the security telecommunications network, deliver end user radio training, conduct radio programming and upgrade the current Internet connectivity at the UN hub.
- Following the ban on the use of Motorola radios in Syria, the Telecommunications Security Standards (TESS) project manager has advised the ETC to use Ikon radios using the UNHCR Long-term Agreement (LTA). The ETC is exploring the feasibility of this.
- The ETC is planning to conduct an IT emergency management training for inter-agency staff in Syria in the beginning of January 2019.

Whole of Syria

Turkey

- The ETC Coordinator for the surrounding countries is in Ankara preparing to travel to the UN hub in Gaziantep to assess the provision of ETC services.

4. YEMEN

Security situation

- The security situation continues to deteriorate across Yemen, especially in Al Hudaydah. Aden is being significantly impacted as the demand for connectivity and IT support is increasing rapidly.

ETC Response

- Following the success of the inter-agency capacity building session conducted in Aden in September, the ETC team conducted a second session in Sana'a from 4 to 9 November. More than 30 participants from 22 humanitarian organizations were trained on a wide range of topics including practical technical exercises and IT emergency management.
- From 18 to 22 November, WFP IT and ETC will host a Telecommunications Security Standards (TESS) mission to Aden to engage with UN Department of Safety and Security (UNDSS). The idea is to identify and develop an inter-agency security communications plan for the country.
- The ETC is now providing Internet connectivity for staff in two new hubs in Al Hudaydah: the international staff guesthouse and the national staff accommodation.



- The ETC is preparing to establish a new Communications Centre (COMCEN) in Mukalla to support increasing humanitarian operations in that area.

AOB

Teleconference / Meeting ended at 12:43 UTC

Next Global ETC Joint Teleconference will be held on Wednesday 19 December at 13:00 UTC.

Acronyms

ACF	Action Contre la Faim / Action Against Hunger
ACLAB	Alliance for Cooperation and Legal Aid Bangladesh
BTRC	Bangladesh Telecommunication Regulatory Commission
CiC	Camp in Charge
COMCEN	Communications Centre
CRC	Community Resource Centre
DC	Deputy Commissioner
DMR	Digital Mobile Radio
EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
FITTEST	WFP's Fast IT, Telecommunications and Coordination Support Services Team
HC	Humanitarian Coordinator
HF	High Frequency
ICCG	Inter-Cluster Coordination Group
ICT	Information and Communications Technology
IDP	Internally Displaced People
IHP	International Humanitarian Partnership
IM	Information Management
IMO	Information Management Officer
IOM	International Organization for Migration
ISCG	Inter-Sector Coordination Group
ISP	Internet Service Provider
IT	Information Technology
JRP	Joint Response Plan
LoA	Letter of Agreement
MoDMR	Ministry of Disaster Management and Relief
NGO	Non-Government Organisations
OCHA	Office for the Coordination of Humanitarian Affairs
RETS	Refugee Emergency Telecommunications Sector
SMT	Security Management Team
S4C	Services for Communities
TESS	Telecommunications Security Standards
UN	United Nations
UNCAF	UN Common Accommodation Facility



UNDSS	UN Department of Safety and Security
UNFPA	UN Population Fund
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
VHF	Very High Frequency
WFP	World Food Programme
WHO	World Health Organization
WVI	World Vision International

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:
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