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# ETC 2020 Services to the Humanitarian Community

Plenary Meeting - April 2015

# Services to the Humanitarian Community

For all humanitarian actors needing to communicate internally, with each other, and with beneficiaries, we take responsibility to ensure a dedicated and principled communications platform, by brokering or directly providing enhanced connectivity and services through our membership and extended partnership network.

# 1. Goal and Objectives

The goal of the ETC would be to digitally **transform** delivery of humanitarian aid by **enabling** the humanitarian response community with **enhanced communications** tools and capabilities.

Key objectives:

- Support the response community communicate and coordinate aid efforts.
- Enable response community deliver aid digitally.

## 2. Focus Areas

**Response Community Communication:** Provision communications tools and capabilities (includes power) to allow the response community communicate (with each other, with affected communities and with governments) and hence effectively coordinate aid delivery.

**Enabling Digital Aid:** Through the ETC partnership ecosystem, enable the response community deliver aid digitally.

# 3. Major Deliverables - summary

- **Service demand management:** Capacity mapping of response community, especially in high risk countries, to get insights into existing capabilities and determine potential needs/requirements in emergencies.
- **Revised catalogue of services:** Review existing services and ensure enhanced services are delivered to future aid workers.
- **Dedicated innovation team:** Setup and fund an inter-agency innovation team that influences adoption and piloting of new tools and technologies to better serve the response community and drive digital aid delivery.
- **Service delivery model:** A localised partnership delivery model where the response community and other actors (e.g. private sector, academia) commit to deliver and sustain ETC services within their environment.
- **ETC awareness:** Raise awareness within the response community about the ETC and services offered, while also managing expectation.

## 4. Quick Wins / Pilots

- ETC training module that can be incorporated in agency learning management systems. To educate the response community on expectations and requirements to access ETC services in the field.
- Roster of ICT experts in select services (digital aid, alternative energy, telecommunications) that is accessible to humanitarian agencies.

# 5. Focus Area – Discussion & validation

**Response Community Communication:** Provision communications tools and capabilities (includes power) to allow the response community communicate (with each other, with affected communities and with governments) and hence effectively coordinate aid delivery.

**Enabling Digital Aid:** Through the ETC partnership ecosystem, enable the response community deliver aid digitally.

## Questions

- What additional capacity will be required to fulfil and provide kind of scope of services?
- What kind of players should we partner with and bring on board?