



EMERGENCY TELECOMMUNICATIONS  
CLUSTER



# ETC 2020: Response Readiness

# Scope

Response Readiness is a state in which the ETC has the necessary:

- Human capacity pool trained, exercised and rostered;
- Technical solutions developed, tested, prepositioned and managed;
- Relationships and agreements established, fostered and maintained;
- Funds sourced and reserved

to ensure delivery of a predictable and effective communications experience to humanitarian, government and affected communities in emergencies.

# Goals

Between now and 2020, the ETC network will strive to enhance its level of response readiness, adapting its preparedness capacities according to the communications needs and technical solutions of the response community, governments and affected populations.

# Revised Value Proposition

By 2020, the ETC network\* will prepare the **human capacity, technical solutions, partnerships, procedures** and **funds** to initiate a coordinated response to multiple large-scale emergencies\*\* - within 24 hours from an official request - to provide predictable and effective communications services to the humanitarian community, and to facilitate communications services to affected governments and populations.

\* Local, Regional and Global levels

\*\* In lieu of revised IASC system-wide planning assumptions, the ETC will plan for nine large-scale disasters in a year, six of which occur simultaneously.

# Focus Areas

**People**

**Technical Solutions**

**Method/ Means**

# Major Deliverables - *People*

- **Global Inter-Agency Roster**

- Trained, verified and exercised personnel – current and future profiles
- Overview of human capacity, inc. remote technical support and backstopping
- **Regional/ local** capacity, humanitarian/government/ private sectors, focus on 20x **high-risk** countries.

- **Capacity Building**

- Entire response community, humanitarians, government, private sector.
- Extend access to training to wider ETC network through online courses.
- Incorporate common themes - 'ETC fit for purpose'.
- Formalise courses, leverage Training of Trainers methodology, establish ETC certification.
- Response resources at global/ **regional/ local** levels, focus on 20x **high-risk** countries.

# Major Deliverables - *Technical Solutions*

- **Centralised Equipment Tracking System**

- Inc. equipment available for possible immediate deployment to emergencies.
- The system will include prepositioning of equipment in global, regional and local hubs, including UNHRDs.

- **Multi-Stakeholder Response Mechanism**

- Defined service catalogue
- Service-provider accreditation
- Shared Standard Operating Procedures (SOPs)
- Compatible, interoperable, portable and energy-efficient equipment and services
- **Local** level 'Connectivity-fest'

# Major Deliverables - *Method/ Means*

- **Local-Level Partnerships**

- Extend network – global/ regional/ local levels.
- Foster global level INGO partnerships for local level collaboration.
- Collaborate better with national Red Cross societies, local NGOs, private sector, governments in high risk countries.
- Federate Local ETC and ICT Working groups
- Individuals – from any ETC member organisation –at least partly officially committed to inter-agency activities.

- **Advance-Funding**

- Secure advance funding mechanism to facilitate immediate *first* response.
- Establish mechanism to quickly release the funds for use by the nominated local lead.



# Quick wins

- Mechanism to allow **more participants** to undertake established ETC courses and exercises.
- **Build elements** from established ETC training into existing courses within the network.
- Establish **list of local contacts** eligible to be ETC focal points in high-risk countries.
- Build global **overview of equipment/ solutions** (including spare parts) available to the ETC for deployment.
- Revise ETC service catalogue, based on current services, to include **minimum service level recommendations**.

# Pilots

- Pilot **Global Inter-Agency Roster** using experience within network.
- Develop and deliver ETC **training course adapted for high-risk** country.
- **Expand list of local focal points** to include private sector and government bodies.
- Establish system to **join existing local** ETC and ICT Working Groups.
- Expand **tracking system** to include virtual stock.
- Conduct emergency simulation exercise with compatible and interoperable services, and accredited service providers, in high risk country (the same as in which the pilot training was delivered).