

## **CRISIS CONNECTIVITY CHARTER: GVF CAPABILITIES ASSESSMENT**

24 Nov 2015

### **1. GVF Training Overview**

The GVF training program can be leveraged to support the Charter, drawing upon the following assets:

- Nearly 12,000 enrolled trainees worldwide
- Searchable database of Certified technicians
- 30 online inter-active training courses
- GVF Certification
- Back-office capability
- More than 100 Certified Examiners Worldwide
- Training Centre Partners in Asia, Africa, the Middle East, and Americas
- Capacity to develop and/or integrate complementary online training

GVF training is intensive, self-paced, delivered online, based on simulators, and followed by on-site hands-on sessions. GVF Certifications are the industry norm and are used as standard VSAT and satcom training by most UN agencies and many NGOs, as well as most satellite operators and commercial service providers. GVF deploys training and issues Certifications in various satcom fields -- VSAT, mobile, marine, teleport -- at a range of skill levels and specializations, including Gilat, Hughes, iDirect, and others.

GVF maintains a database of students and their certification status. Students who hold an Advanced or higher certification and who have designated that they may be so listed, can be found in the automatic search function on [gvf.org/training](http://gvf.org/training). On request, GVF can also reach out to all other students in the event of a disaster, as has been done for various disaster-response efforts in the past.

GVF enables organizations to customize and brand their own training programs by building on the GVF curriculum as a foundation. Custom-made portals and organization-specific online learning courses and certification paths can be readily built. Over 20 organizations now use these "Enhanced Training Services" as a complement to their own training programs. This can be applied in support of the Charter.

### **2. Portal Administration Capability**

GVF has the capability to create and maintain a public Web page ("Satellite Charter Portal"), which can contain items such as:

- Public Overview info about the Charter
- Names and logos of Charter signatories
- Permanent phone number and access code for the kickoff Charter conference call
- Link to the Information Sharing Matrix
- GVF training login box
- GVF certification database public search
- Link(s) to non-GVF installer list(s)
- In the event of a disaster, GVF can also post relevant public decisions taken in the kickoff conference call, such as what disaster is being responded to, who is/are the Responding Satellite Operator(s), and phone/email contact details for the responding satellite operator; meeting points and points of contact for field techs in the disaster area.

### 3. Field Technician Search Capabilities

- *Public GVF database searches.* GVF already provides a publicly-accessible, self-service search tool of the GVF certification database directly accessible on [gvf.org](http://gvf.org). The interface to this search can also be presented on the Charter portal (if implemented). This search shows all field techs with Advanced or higher, or with “Charter” certification (if implemented – see below), and who agree to be publicly listed.
- *Private GVF database searches.* On request GVF can rapidly search the entire database of over 11,000 GVF students, including those who are enrolled in any training course. For any relevant results for students who have either agreed to be publicly listed or to assist in a disaster, GVF can provide full contact details to ETC and the Responding Satellite Operator (under NDA). For other relevant results, GVF can contact the students immediately and request that they agree to be contacted by ETC and/or the responding satellite operator and to provide updated contact details.
- *Searches of other databases.* GVF can maintain POC information for other organizations who maintain their own field tech lists.

### 4. Charter Roster Certification Capability

GVF has the capability of creating a certification path specifically for Charter-ready regional field technicians. Such certification criteria could include:

- Must hold GVF Basic or higher Certification
- Must complete a short learning course on ETC procedures. GVF/SatProf would develop this course from ETC PowerPoint materials and deploy it on the GVF learning system.
- Must agree to offer 1 week minimum service in the event of a disaster, and confirm employer can grant 1 week minimum leave to assist.
- Must agree to be publicly listed in the GVF Certification database
- GVF could also create add-on specialist certifications for technicians who have the training for specific equipment kits held at ETC. (Example: the GVF iDirect training course.)

GVF also has the ability to actively promote the Charter Certification in the satcom community, and to encourage all current and past students to attain it. GVF can develop and/or promote the use of a tailored Android/iPhone/Windows “app” for field technicians, delivering to them critical information they need in order to rapidly respond in the absence of Internet access.

### 5. Options for Integration with ETC Training

GVF can support inclusion of the hands-on component of GVF VSAT certification into Let’s Net or other FITTEST sessions. An example of a similar activity is NetHope’s classes, which begin with GVF online training and conclude with a multi-day IT and VSAT installation session which covers the GVF Hands On Skills Test (HOST) requirements. Upon completion of the HOST GVF routinely processes certification issuance and maintains a permanent contact details profile for each student.

GVF can also assist ETC with qualification of their own (or associated) staff as GVF Examiners, for additional flexibility and cost mitigation.

If desired, GVF can promote attendance at ETC/FITTEST training sessions by the general field technician community, thus building up the global roster of repositioned field technicians.

- Process Examiner applications from ETC/WFP staff
- Recommend integration of HOSTs into Let’s Net & similar classes
- Process HOST results and issue certs
- Promote public classes, if appropriate

## **6. Roles GVF would NOT Take**

GVF does not have capacity nor capability in the following areas:

- Asset management (of terminal hardware).
- Real-time disaster response management or resource assignment.
- Logistics of hardware shipments.
- Licensing and visa.
- Import permits.

## **7. GVF Points of Contact**

- David Hartshorn (or designee) – Primary GVF PoC and Charter delegate. GVF representative in conference calls and charter meetings.
- Greg Selzer and Ralph Brooker (SatProf) – All training development, administration, and customizations.
- Mazen Nasser (MenaNets)– Dubai training center; on-site coordination with ETC in Dubai, including equipment checks; technical support hot-line during disaster.
- Riaz Lamak (MBC) – International coordination.