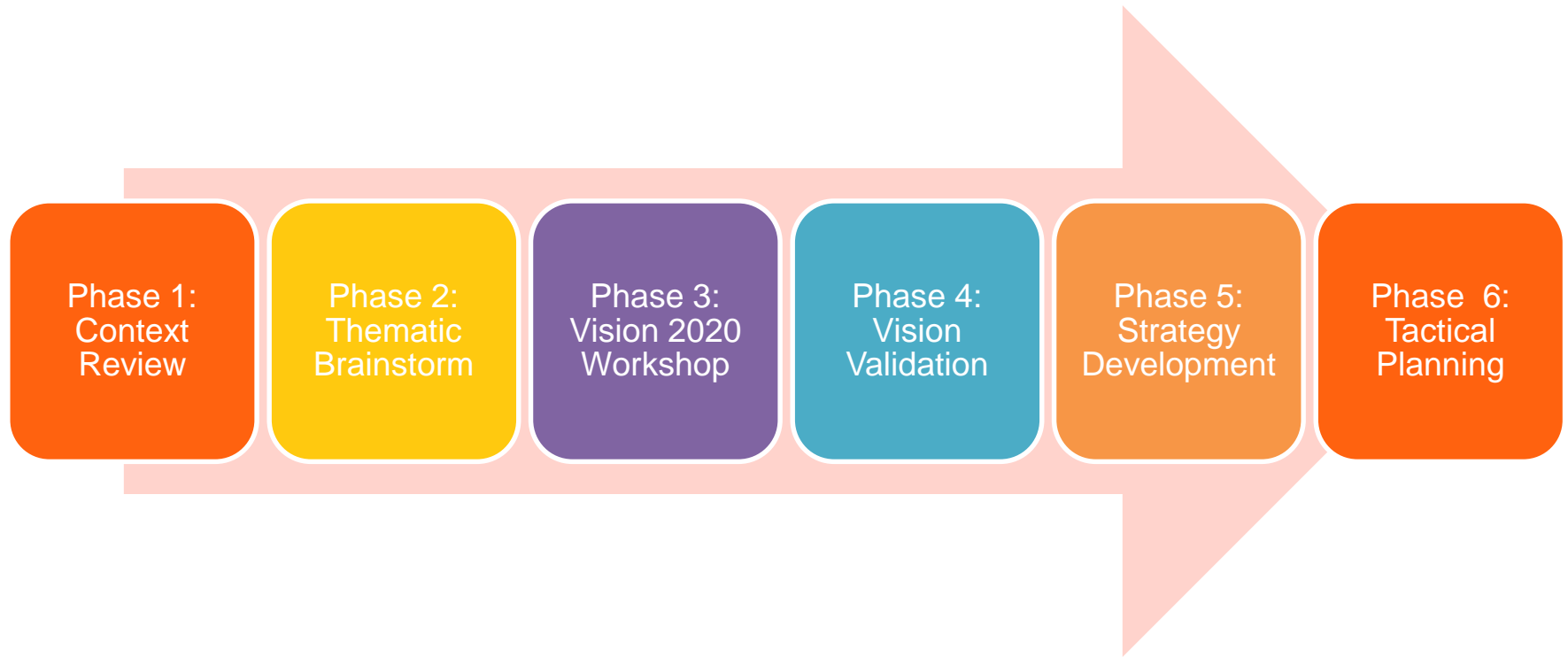# ETC 2020 Overview
Services to Humanitarian Community

Meeting#1 – March 12, 2015

ETC 2020 - Overview

- 'Cluster Approach' commenced in 2005

- Drivers for change: new humanitarian challenges, rapid innovation in technology

- ET Cluster to reposition itself to deliver services in a complex humanitarian environment in future

- "ETC 2020" - strategic discussions focused on the future of the ET Cluster

ETC 2020 - Process

Phase 1: Context Review → Phase 2: Thematic Brainstorm → Phase 3: Vision 2020 Workshop → Phase 4: Vision Validation → Phase 5: Strategy Development → Phase 6: Tactical Planning

ETC 2020 - Themes

ETC 2020 - Vision

By 2020, the ETC in partnership with leading edge technology companies and local telecomm providers will create an environment for emergency response which allows humanitarian responders, citizens and governments to have a seamless, resilient and principled [i.e. grounded in humanitarian principles] communications experience in order to facilitate the delivery of humanitarian aid. The ETC will be seen as innovative, visionary and a leader in convening the humanitarian technology community, and brokering full service communication solutions between private industry, governments, humanitarians, and communities.

ETC 2020 - Current State

Vision

- Aspirational vision of the future state we want to achieve
- Where we want the cluster to be
- Communicates cluster role and value-add and the impact the cluster aims to have

Strategy

- What we are going to do to achieve the vision (medium term, e.g. next 3 years)
- Major courses of action, areas of focus, or changes stimulated

Tactical Planning

- The how and when of strategy implementation
- Identification of specific outputs, activities and target timelines required to realize the strategy

ETC 2020 – Strategy Development

1 Thematic Work Streams

2 Strategy Workshop

3 Draft Strategy

4 Strategy Validation
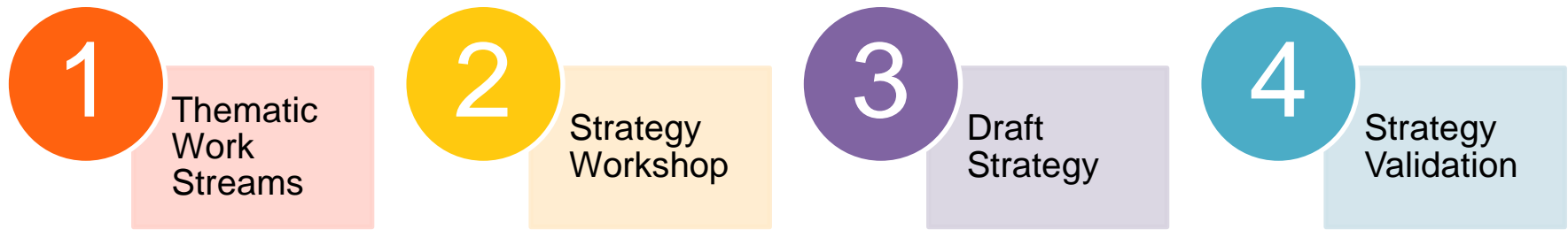
Approach

- We need to get some baseline work done in advance of the workshop at the end of March.

- Validation of Vision statement.

- Define what we mean by services, delivery to whom, by whom, etc.

- Suggest using a combination of these telecoms and offline discussions using the ETC webboard to capture our thoughts.

- Agreed we will try this for the first week?

Creating an Offline Discussion

- We have a workspace on the ETC site where our discussion can be housed. (http://ictemergency.wfp.org/group/ictepr/forum/-/message_boards/category/850543)

- We would like to pose a number of questions that will help refine our thinking on the topic and hopefully promote lively debate.

- We can then use telecons/webexs, as required to help move the discussion forward.

Navigating the Workspace

- 24 Feb

Feb 23, 2015

- South Sudan: ETC SitRep #68

QUICK LINKS TO FORUM

You must be logged in to access these pages.

C.A.R.

Iraq

South Sudan

Syria

West Africa

All project related documents - including meeting minutes, SitReps, contact lists, maps - are stored in the Forum.

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Photo: IHP base camp, Port Loko

etc 2020

By 2020, the ETC will create an emergency response environment that provides humanitarians, citizens and governments with a seamless, resilient and principled communications experience.

Read more about the ETC2020 vision

Join the Community

Registered users can access ETC project documentation including reports, minutes, maps and photos.

Find us on Facebook

Emergency Telecommunications Cluster

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Navigating the Workspace

Navigating the Workspace

ETC Service Catalogue
ETC Services Usage Policy
ETC FAQs

KEY DATES

30-Mar-15 to 01-Apr-15
ETC2020 Strategy Workshop

26-Apr-15 to 27-Apr-15
ETC Plenary Meeting

KEY DOCUMENTS

- About ETC 2020

Documentation for theme leads can be found in the Forum

You must be a member to access the Forum

communities.

ETC 2020 is the name given to strategic discussions focusing on envisioning the future of the Emergency Telecommunications Cluster (ETC) over the next five years. In consultation with its members, partners and stakeholders, the ETC seeks to realize an ambitious vision that will see its role and scope of services evolve, enabling innovative and more effective humanitarian assistance.

In partnership with leading technology companies and local providers, by 2020 the ETC will create an emergency response environment that provides humanitarian responders, citizens and governments with a seamless, resilient and principled communications experience, facilitating the delivery of aid. The ETC will be innovative and visionary; a leader in convening the humanitarian technology community, brokering full service communications solutions between private industry, governments, humanitarians and communities.

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ETC 2020 Themes

Key themes have emerged through the envisioning process where the ETC will determine its future role and the unique value it can offer. These include:

- **Services to affected populations:** Facilitation and/or delivery of essential life-saving communication services to affected communities.

Navigating the Workspace

ETC 2020 Strategy Development Process

▼ **Subcategories**

Category	Categories	Threads	Posts	
Theme 1: Services to Affected Populations Subcategories: Meeting minutes, Presentations, Webex Teleconferences	3	15	16	◄ 🔧Actions
Theme 2: Working with Governments to Build Resilience Subcategories: Meeting minutes, Presentations, Webex Teleconferences	3	9	9	◄ 🔧Actions
Theme 3: Response Readiness Subcategories: Meeting minutes, Presentations, Webex Teleconferences	3	11	11	◄ 🔧Actions
Theme 4: Partnerships Subcategories: Meeting minutes, Presentations, Webex Teleconferences	3	8	8	◄ 🔧Actions
Theme 5: Enhanced Connectivity Subcategories: Meeting minutes, Presentations, Webex Teleconferences	3	12	12	◄ 🔧Actions
Theme 6: Services to the Humanitarian Community Subcategories: Meeting minutes, Presentations, Webex Teleconferences	3	2	2	◄ 🔧Actions

Showing 6 results.

EMERGENCY TELECOMMUNICATIONS CLUSTER

Navigating the Workspace

Theme 6: Services to the Humanitarian Community

« Back to ETC 2020 Strategy Development Process

▼ **Subcategories**

Category	Categories	Threads	Posts	
Meeting minutes	0	0	0	« 🔧Actions
Presentations	0	0	0	« 🔧Actions
Webex Teleconferences	0	1	1	« 🔧Actions

Showing 3 results.

▼ **Threads**

Thread	Flag	Started By	Posts	Views	Last Post	
Question 5 - Who are the other actors in this space?	Waiting for an Answer	Gisli Rafn Olafsson	1	1	Date: 3/12/15 3:16 PM By: Gisli Rafn Olafsson	« 🔧Actions
Question 4 - Are we running risk of competing with local service providers?	Waiting for an Answer	Gisli Rafn Olafsson	1	1	Date: 3/12/15 3:15 PM By: Gisli Rafn Olafsson	« 🔧Actions
Question 3 - What should change in the way that the ETC currently delivers	Waiting for an Answer	Gisli Rafn Olafsson	1	1	Date: 3/12/15 3:14 PM By: Gisli Rafn Olafsson	« 🔧Actions
Question 2 - What does service to humanitarian community mean	Waiting for an Answer	Gisli Rafn Olafsson	1	1	Date: 3/12/15 3:13 PM By: Gisli Rafn Olafsson	« 🔧Actions
Question 1 - What are we missing in the value proposition statement	Waiting for an Answer	Gisli Rafn Olafsson	1	1	Date: 3/12/15 3:12 PM By: Gisli Rafn Olafsson	« 🔧Actions

Services to 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.

Five Questions – For Offline Discussion

- What are we missing in that statement?

- What does services to the humanitarian community mean to you and your organization?

- What should change in the way that the ETC currently delivers services to the humanitarian community?

Five Questions – For Offline Discussion

- Are we running a risk of competing with local service providers and how should we fill the gaps?

- Who are the other actors in this space with whom the ETC must coordinate or collaborate?

Next Teleconference

- Discuss frequency and dates