



EMERGENCY TELECOMMUNICATIONS  
CLUSTER



# ETC 2020 Overview

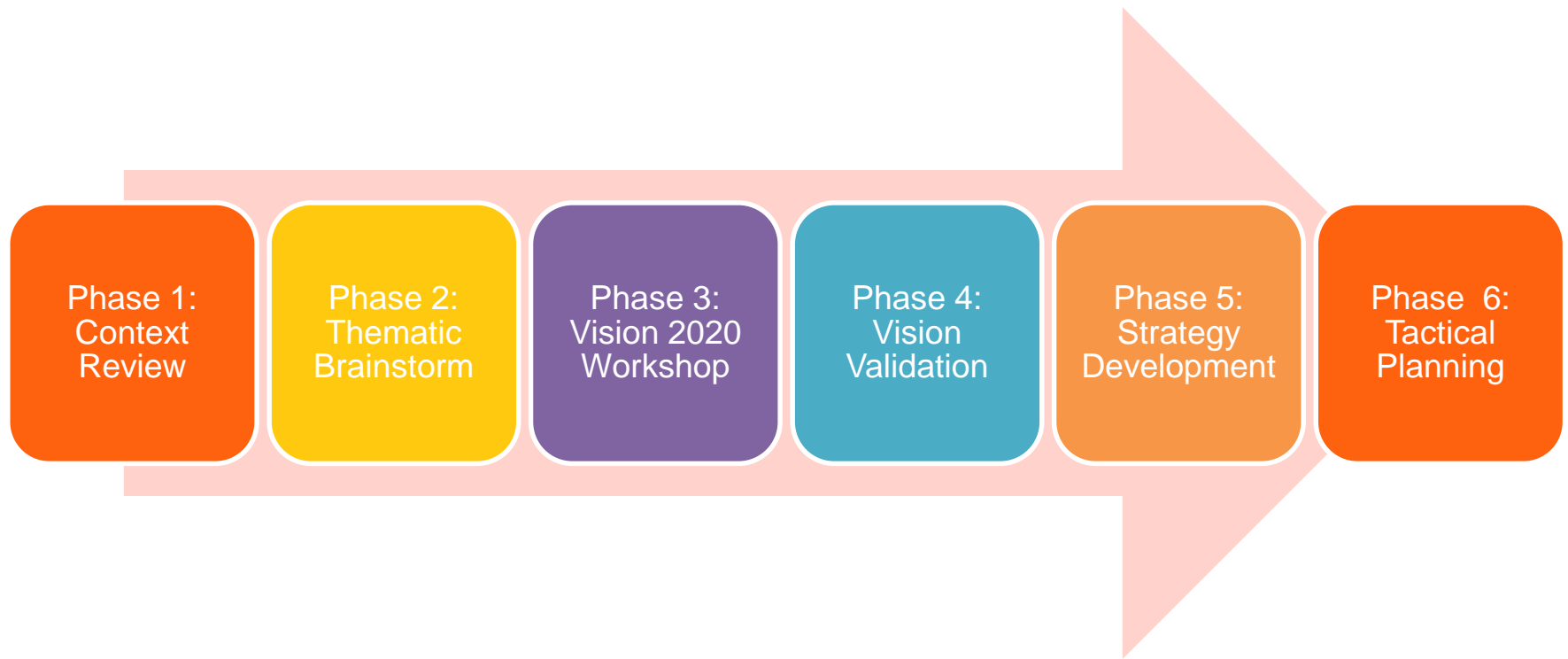
## Services to Affected Populations

Meeting#1 - March 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



# 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

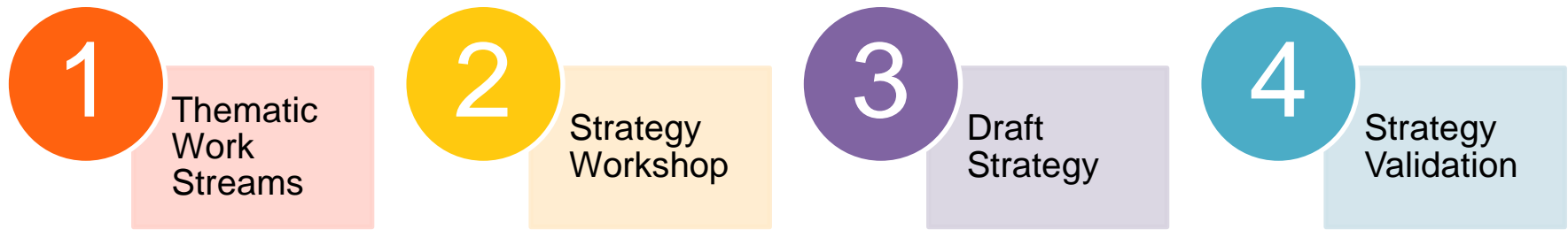


- Aspirational vision of the future state we want to achieve
- Where we want the cluster to be
- Communicates cluster role and value-add and the impact the cluster aims to have

- 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

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

# ETC 2020 – Strategy Development



# 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/ictopr/forum/-/message\\_boards/category/850532](http://ictemergency.wfp.org/group/ictopr/forum/-/message_boards/category/850532))
- I 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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**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

## MEMBERS SECTION

*These documents can only be accessed by registered members.*

Mar 04, 2015

- West Africa: Global ETC telecon mins - 18 Feb
- West Africa: ETC SitRep #8

Feb 26, 2015

- Iraq: Local ETC WG meeting - 24 Feb

Feb 23, 2015

- South Sudan: ETC SitRep #68

## QUICK LINKS TO FORUM

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C.A.R.

Iraq

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All project related documents - including meeting minutes, SitReps, contact lists,



The ICT Emergency website is the primary online information hub for the Emergency Telecommunications Cluster (ETC).

## Emergencies

### WEST AFRICA



### IRAQ



### CENTRAL AFRICAN REPUBLIC



### SOUTH SUDAN



### UKRAINE



### SYRIA



## Humanitarian ICT Week

Sunday 26 - Thursday 30 April, 2015

Dubai, UAE



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

# 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.



## 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

Post New Thread

## ETC 2020

[« Back to 2. Emergency Telecommunications Cluster \(ETC\)](#)

### ▼ Subcategories

Category	Categories	Threads	Posts	
<b>ETC 2020 Strategy Development Process</b> <u>Subcategories</u> <b>Theme 1: Services to Affected Populations,</b> Theme 2: Working with Governments to Build Resilience, Theme 3: Response Readiness, Theme 4: Partnerships, Theme 5: Enhanced Connectivity, More »	10	25	26	<a href="#">← Actions</a>
<b>Vision 2020 Workshop - Sept 2014</b> <u>Subcategories</u> : Pre-Reads	1	1	1	<a href="#">← Actions</a>

Showing 2 results.

### ▼ Threads

Thread	Flag	Started By	Posts	Views	Last Post	
ETC2020 Overview - Envisioning Our Future		Mariko Hall	1	9	Date: 2/26/15 7:34 PM Bv: Mariko Hall	<a href="#">← Actions</a>

# Navigating the Workspace

Post New Thread

Search

## ETC 2020

[« Back to 2. Emergency Telecommunications Cluster \(ETC\)](#)

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Category	Categories	Threads	Posts	
<b>ETC 2020 Strategy Development Process</b> <u>Subcategories</u> <b>Theme 1: Services to Affected Populations,</b> Theme 2: Working with Governments to Build Resilience, Theme 3: Response Readiness, Theme 4: Partnerships, Theme 5: Enhanced Connectivity, More »	10	25	26	<a href="#">← Actions</a>
<b>Vision 2020 Workshop - Sept 2014</b> <u>Subcategories</u> : Pre-Reads	1	1	1	<a href="#">← Actions</a>

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## ▼ Subcategories

Category	Categories	Threads	Posts	
Webex Teleconferences	0	1	1	<a href="#">← Actions</a>

Showing 1 result.

## ▼ Threads

Thread	Flag	Started By	Posts	Views	Last Post	
Question#5: Other Actors?	Waiting for an Answer	Mark Banbury	1	2	Date: 3/6/15 9:49 AM By: Mark Banbury	<a href="#">← Actions</a>
Question#4: Barriers?	Waiting for an Answer	Mark Banbury	1	1	Date: 3/6/15 9:48 AM By: Mark Banbury	<a href="#">← Actions</a>
Question#3: Role	Waiting for an Answer	Mark Banbury	1	2	Date: 3/6/15 9:47 AM By: Mark Banbury	<a href="#">← Actions</a>
Question#2: Meaning	Waiting for an Answer	Mark Banbury	1	3	Date: 3/6/15 9:46 AM By: Mark Banbury	<a href="#">← Actions</a>
Question#1: Vision Statement	Waiting for an Answer	Mark Banbury	1	2	Date: 3/6/15 9:46 AM By: Mark Banbury	<a href="#">← Actions</a>
ETC2020 - Affected Populations		Mark Banbury	2	17	Date: 3/3/15 11:19 AM By: Mark Banbury	<a href="#">← Actions</a>

Showing 6 results.

# Services to Affected Populations

For disaster affected populations needing to communicate with each other, with humanitarians, or with government or commercial services, we ensure/enable a dedicated and principled communications solution, by brokering accredited connectivity and services through our extended partnership network. For the direct humanitarian benefit of crisis affected populations, we facilitate principled restoration or extension of commercial communications service capabilities by brokering accredited and prioritized policy, regulatory, and partnership attention to communication as aid.



# Five Questions – For Offline Discussion

- What are we missing in that statement?
- What does services to affected populations mean to you?
- What role does the ETC have in delivering services to affected populations?

# Five Questions – For Offline Discussion

- What barriers do you see to ETC supporting service delivery?
- Who are the other actors in this space which the ETC must co-ordinate with?

# Next Teleconference

- Discuss frequency and dates