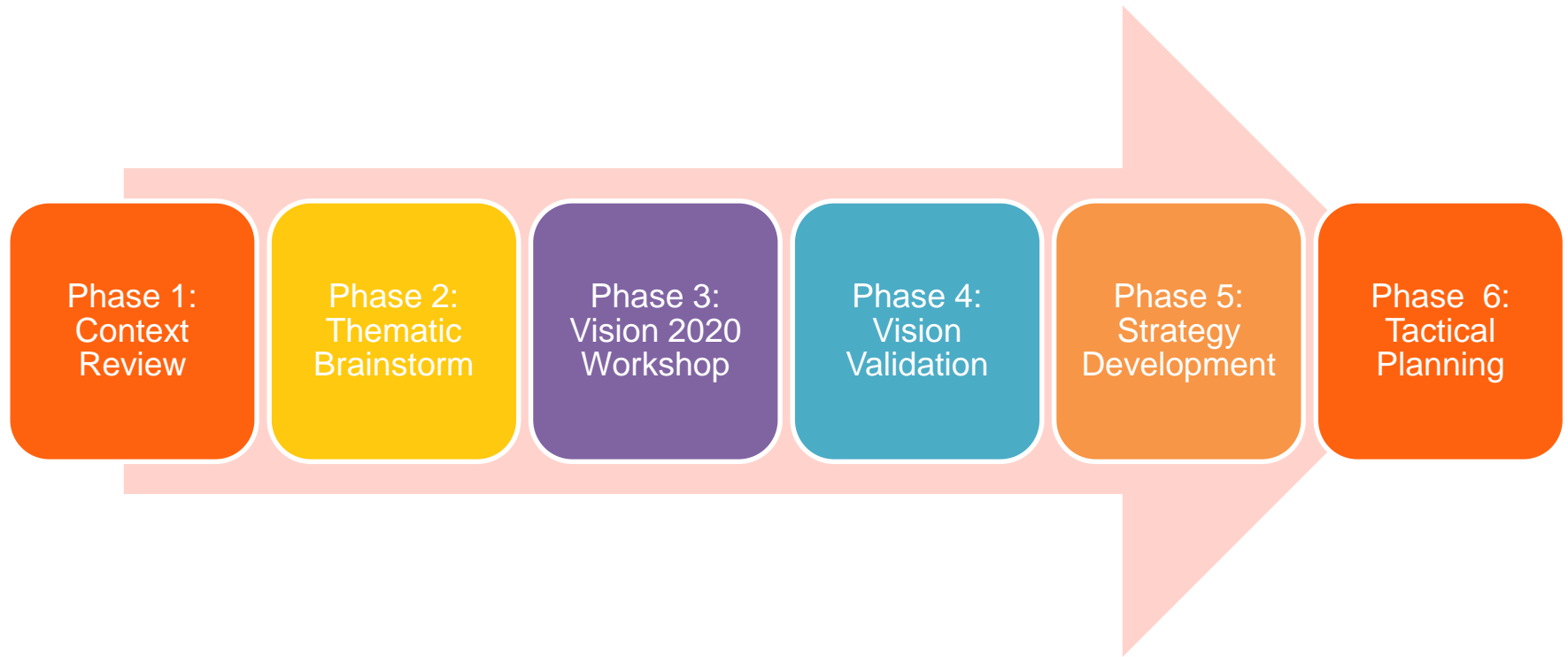# ETC 2020 Overview
Working with governments to build resilience

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

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

Affected Populations

Humanitarian Community

Government Resilience

ETC 2020 Overview

Enhanced Connectivity

Response Readiness

Partnerships

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
EMERGENCY TELECOMMUNICATIONS CLUSTER

ETC 2020 – Strategy Development

1 Thematic Work Streams

2 Strategy Workshop

3 Draft Strategy

4 Strategy Validation

Approach

STEP	EXPECTATIONS	DUE BY
Step 1: Review thematic context	Review broader context of thematic area, including discussions/materials generated so far on the thematic area.	06 March 2015
Step 2: Define clear value proposition	Refine existing or define clear value proposition i.e. benefit that the cluster will provide, for who, and how we will do it uniquely.	12 March 2015
Validation: Teleconference	Work Stream Facilitators and ETC Support Cell Focal Points on teleconference to ensure coherence in value propositions across the 6 thematic areas.	16 March 2015
Step 3: Define 3-5 focus areas	Define 3-5 key areas of focus, and what we target to achieve.	25 March 2015
Workshop Pre-Read	Summary of key work stream discussions prepared and sent to all workshop participants.	26 March 2015
Validation: Strategy Workshop	Work Stream Facilitators, ETC Support Cell Focal Points, Work Stream Contributors and Subject Matter Experts. Purpose of the workshop would be to review and validate key discussions, prioritize focus areas, determine major deliverables, and ensure coherent strategy.	1 April 2015
Step 4: Define major deliverables	Define the major deliverables for each focus area, and how we plan to achieve them. This should include quick wins / potential pilots.	1 April 2015
Validation: Global ETC Teleconference	Global ETC teleconference with all members and partners to brief them on strategy development, provide opportunity for Q&A.	9 April 2015
Step 5: Outline required resources, and define risks	Outline what resources and partners are required to achieve this. Define any risks and how to mitigate them.	16 April 2015
Validation: Teleconference	Work Stream Facilitators and ETC Support Cell Focal Points on teleconference to ensure coherence across the 6 thematic areas.	17 April 2015
Plenary Pre-Read	Draft ETC 2020 Strategy shared with ETC members.	20 April 2015
Validation: ETC Plenary Meeting	Validation and adoption of draft strategy at plenary meeting.	27 April 2015

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/850534)

- 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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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

Navigating the Workspace

Working with governments on building Resilience

Currently defined as:

"*Ensure restoration of essential communications channels after a disaster, that will enable governments in disaster affected countries to communicate*

Value proposition from ETC plenary Sept 2014:

"*For government entities active in emergencies needing to communicate internally, with humanitarian actors, or with crisis affected populations, we ensure a service level of 24 hour restoration of essential communications channels either by certified government or commercial systems or by direct service provision through our membership and partners.*"

Questions – For Offline Discussion

- What does working with governments (contacts, opportunities, messaging, type of approach) to build <u>resilience</u> mean to you?

- What are we missing in that statement?

- What does resilience mean to you?

- What role could the ETC have in working with governments to build resilience?

Next Teleconference

- Discuss frequency and dates
- Other next steps