



EMERGENCY TELECOMMUNICATIONS
CLUSTER



ETC 2020 Overview

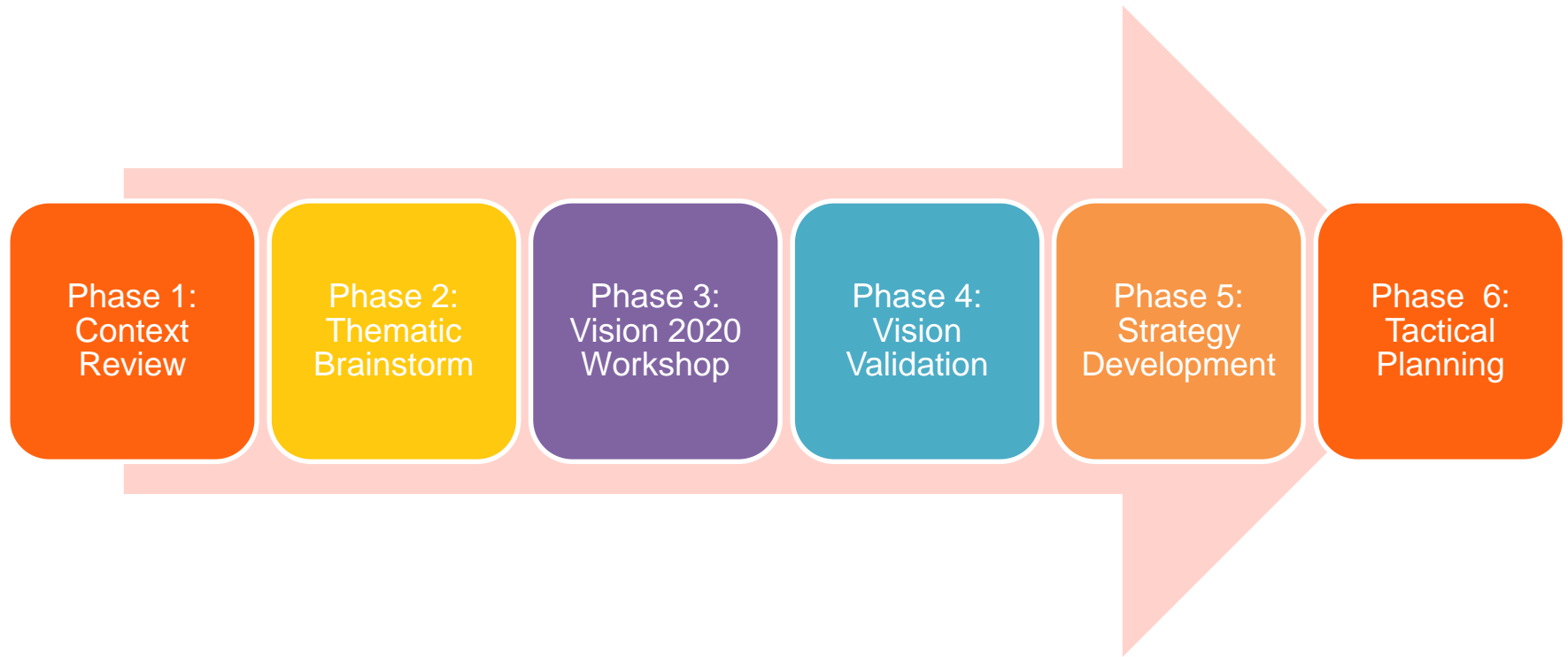
Working with governments to build resilience

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



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

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/ictopr/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.


Email Address


Password


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IRAQ


CENTRAL AFRICAN REPUBLIC


SOUTH SUDAN


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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**

You like this.

You and 1,029 others like Emergency

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

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,



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

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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

The screenshot shows a web browser window displaying the ICT Emergency Platform forum. The URL is ictemergency.wfp.org/group/ictopr/forum/-/message_boards/category/722356. The page header includes the ICT Humanitarian Emergency Platform logo and navigation links: Home, Best Practices, Training, Community, FAQs, Site Map, and Contacts. A user named Caroline Teyssier is logged in.

The main content area is titled "Forum" and shows the breadcrumb trail: Community > Forum > 2. Emergency Telecommunications Cluster (ETC) > ETC 2020. There are buttons for "Add Subcategory", "Post New Thread", and "Permissions".

The "ETC 2020" section has a "Back to 2. Emergency Telecommunications Cluster (ETC)" link. Under "Subcategories", there are two entries:

Category	Categories	Threads	Posts	Actions
ETC 2020 Strategy Development Process Subcategories: Theme 1: Services to Affected Populations, Theme 2: Working with Governments to Build Resilience, Theme 3: Response Readiness, Theme 4: Partnerships, Theme 5: Enhanced Connectivity. More »	19	35	36	Actions
Vision 2020 Workshop - Sept 2014 Subcategories: Pre-Reads	1	1	1	Actions

Showing 2 results.

Under "Threads", there are three entries:

Thread	Flag	Started By	Posts	Views	Last Post	Actions
ETC 2020 Strategy Workshop - Logistics Note		Fatharani Fadhilah	1	3	Date: 3/6/15 5:41 PM By: Fatharani Fadhilah	Actions
ETC2020 Overview - Envisioning Our Future		Mariko Hall	1	11	Date: 2/26/15 7:34 PM By: Mariko Hall	Actions
ETC 2020 factsheet		Mariko Hall	1	7	Date: 2/26/15 7:27 PM By: Mariko Hall	Actions

Showing 3 results.

Additional text on the page: "ETC and Inter-Agency ICT project documents - including meeting minutes, SitReps, contact lists and maps - are posted in the relevant folder under Countries." and "Information about training, including announcements and resources for specific courses, is posted in Training Courses."

Navigating the Workspace

ICT Emergency - Theme 2 x
ictemergency.wfp.org/group/ictpr/forum/-/message_boards/category/850534

Welcome Caroline Teyssier

Home Best Practices Training Community FAQs Site Map Contacts

Forum

Community » Forum » 2. Emergency Telecommunications Cluster (ETC) » ETC 2020 » ETC 2020 Strategy Development Process » Theme 2: Working with Governments to Build Resilience

Message Boards Home Recent Posts My Posts My Subscriptions Statistics Banned Users Search

Add Subcategory Post New Thread Permissions

Theme 2: Working with Governments to Build Resilience

« Back to ETC 2020 Strategy Development Process

▼ Subcategories

Category	Categories	Threads	Posts	Actions
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	Actions
Welcome Email from Joseph Burton		Fatharani Fadhilah	2	20	Date: 3/5/15 9:48 AM By: Fatharani Fadhilah	Actions

Showing 1 result.



ETC and Inter-Agency ICT project documents - including meeting minutes, SitReps, contact lists and maps - are posted in the relevant folder under Countries.

Information about training, including announcements and resources for specific courses, is posted in Training Courses.

For detailed descriptions of services provided by the ETC in emergency operations, see the ETC Service Catalogue.

The Forum is a restricted section intended for members only. To return to the public section, go to Home.

99% 1:21 PM 3/9/2015

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 resilience 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