

SYRIA

OPERATION OVERVIEW



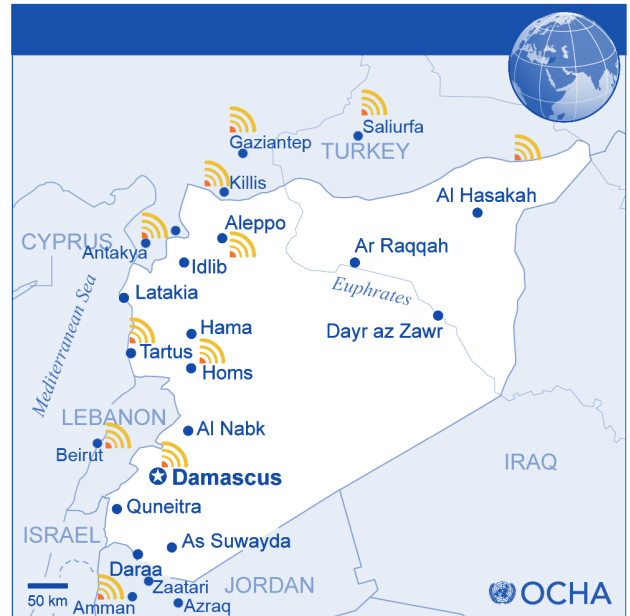
TYPE OF EMERGENCY:

Conflict

ETC ACTIVE SINCE:

January 2013

SITUATION OVERVIEW:



Syria is one of the most complex and dynamic humanitarian crises in the world today. As the Syria crisis enters its eighth year, 13.1 million people require humanitarian assistance, including 3 million people in need trapped in besieged and hard-to-reach areas. Over half of the population has been forced from their homes, and many people have been displaced multiple times.

The ETC is operating under the Whole of Syria (WoS) approach which comprises activities in Turkey, Lebanon and Jordan for an effective humanitarian response inside Syria.

KEY DATA



NUMBER OF SITES

11



SERVICES PROVIDED

- Internet connectivity
- Security telecommunications
- Capacity building
- Coordination
- Customer support



TRAININGS CONDUCTED

- Let's Comm Digital training for humanitarian workers involved in WoS operation.
- Radio standard operating procedures for humanitarian workers across Syria.
- Refresher courses for UNDSS radio operators.



FUNDING STATUS

- In 2019, the ETC is appealing for **US\$995,500** to deliver life-saving communications services to the humanitarian community.



PLANNED ACTIVITIES

- Deliver training including Emergency Management and ETC Security Telecommunications technical training.
- Prepare for scale-up of ETC services for returnees to Syria.



CHALLENGES

- Security situation on the ground and lack of access to operational areas.
- Importation of ICT equipment into Syria.

RESPONSE

- **Syria:** The ETC plans to install COMCEN in the five new operational hubs in Raqqa, Hama, Deir Ez-Zor, Dar'a and Sweida.
- **Syria:** Continue to provide support services to other agencies and SARC, namely ICT Helpdesk, radio installations, radio training, radio programming and radio troubleshooting.
- **Syria:** The ETC continues to collaborate with UNDSS and the Telecommunications Security Standards (TESS) project to identify the most suitable communication system for Syria.
- **Jordan:** the ETC continues to provide technical guidance to the humanitarian community.
- **Lebanon:** The ETC in Lebanon has supported the upgrade of the old telecommunications infrastructure to ensure the operational effectiveness of the VHF network.
- **Turkey:** the ETC continues to provide dedicated ICT Helpdesk support staff and Internet services at the inter-agency hub in Gazientep.

PLANNED ACTIVITIES

- **Syria:** Deliver ETC Security Telecommunication technical training throughout 2019 to end users of ETC services to ensure they are able to use radio communication in emergency situations. Also to deliver Emergency Management training in 2019 to strengthen local capacity.
- **Syria:** Install solar power solutions to ensure continuous operations of COMCENs inside Syria.
- **Syria:** Support the humanitarian response scale-up for a scenario of up to 500,000 returnees in the next 12 months, by providing ETC services at the five new common operational hubs in Raqqa, Hama, Deir Ez-Zor, Dar'a and Sweida.
- **Lebanon:** The ETC will play an advisory role in coordinating training for end users to become familiar with enhanced digital radio technology features following the upgrade of the security telecommunications infrastructure.
- **Turkey:** The ETC plans to further strengthen UHF radio network coverage to assist humanitarian missions in south-eastern Turkey, expand UHF radio network in common operational areas and explore Services for Community (S4C) projects in refugee camps/affected communities.

CHALLENGES:

- Lengthy customs clearance processes in Syria hamper the importation of communications equipment into the country, delaying provision of vital services to humanitarians.
- Lack of access to operational areas hinders the deployment of critical ETC services across Syria.

UNDER THE LEADERSHIP OF

