

# Ukraine Conflict

2024

## Operation overview

The conflict crisis in Ukraine has forced more than **10 million people** to flee their homes and 7.3 million are left in need of humanitarian assistance. In 2024, **hostilities continue** in the east and south of the country, taking a heavy toll on civilians living close to the front line. The ETC is deploying **secure radio networks** and back-up **connectivity services** for responders and the affected population in Ukraine.



**8 SITES** provided with ETC services in **DNIPRO, LVIV, KYIV, ODESA, KHARKIV, LUCH, NOVYI BUH, and KRAMATORSK**



**1 UNDSS SECURITY INFORMATION OPERATION CENTRES (SIOC)** supported by the ETC in **KYIV** and **1 BACKUP SOC** in **LVIV**



**73% FUNDED IN 2024** out of required **US\$1.5 MILLION**



ETC was activated on **03 MARCH 2022**



**Partner and donor organizations supporting the ETC in Ukraine:** Cisco Crisis Response, Ericsson Response, ICANN, Government of Luxembourg, Tableau, OCHA, UNDSS, USAID Bureau of Humanitarian Assistance (BHA).

## Communication needs in Ukraine

The ongoing war in Ukraine has significantly impacted on the telecommunications networks needed to coordinate an effective response. Continuing reports highlight significant disturbances to mobile and satellite telephony services in regions close to the frontlines. Amid the escalating conflict, cyberattacks persist with varying impacts, affecting service availability in some cases, and targeting the unauthorized release of data in others.

## Services for humanitarians

ETC services in Ukraine are provided in seven common operational areas: Kyiv, Dnipro, Odesa, Lviv, Kramatorsk, Kharkiv, and Luch for Kherson oblast. These communications services enable responders to work, stay safe in the field, and communicate with colleagues.

**Data connectivity** – The ETC provides connectivity for members of the response community in Odesa, Kharkiv, and Lviv. The ETC is committed to safeguarding its connectivity services and employs advanced firewall protection implemented in collaboration with Cisco.

**Security communications (radio)** – The UNDSS-managed Security & Information Operations Centre (SIOC) in Kyiv and back-up SOC in Lviv is supported by the ETC. Seven VHF radio networks are deployed for security communications in Kyiv, Dnipro, Odesa, Kramatorsk, Kharkiv, Luch, and Lviv, which are all remotely connected to the SIOC. The RSOV remotely connected to SIOC are also available in Dnipro and Odesa used on the trucks during each humanitarian convoy to the frontline areas

**Capacity building** – The ETC delivers training sessions to enable humanitarians to learn about radio communications procedures and boost technical skills to operate security communications systems in Kyiv, Odesa, Dnipro, and Lviv.

**User support, coordination, and information management** – ETC helpdesk services are provided in four locations: Kyiv, Lviv, Odesa, and Dnipro. The ETC also provides coordination of ICT activities based in Kyiv, and shares operational information to support decision-making.



## Services for communities

Since early January 2024, internet services are available for communities in the heavily impacted town of Novyi Buh in Mykolaiv, southern Ukraine, to connect eight community institutions, including kindergartens, schools, and medical centres as part of a framework to improve the socio-economic situation in the conflict zone.

## ETC objectives in 2024

- Maintain and extend the common **security communications** services and secure data connectivity services, prioritizing the areas close to the front line.
- Provide services for communities for **access to humanitarian information** and community engagement with chatbots and provide internet connectivity for the affected population.
- Continue providing **coordination and information management** for the humanitarian organizations in Ukraine through information products and regular Working Group meetings.