ETC 2020:
Envisioning our future,
expanding our network

ETC plenary, April 2015

ETC 2020 – A strategy rooted in reality

"What do the local networks look like?"

"We could test the connectivity charter"

"Now is the time to pilot the drone cameras"

"We just did a preparedness workshop there last week"

"With the humanitarians coming in and using up all the bandwidth, the communities will soon lose connectivity"

"We should have been ready for this one"

"The problem is not connectivity per se but power – the electricity is running out"

"Is there someone in the region already?"

"The government will be more ready than many others"

"The ETC should have been on that list – have we been forgotten again?"

"It's expensive to ship them from the states but we can source them here"
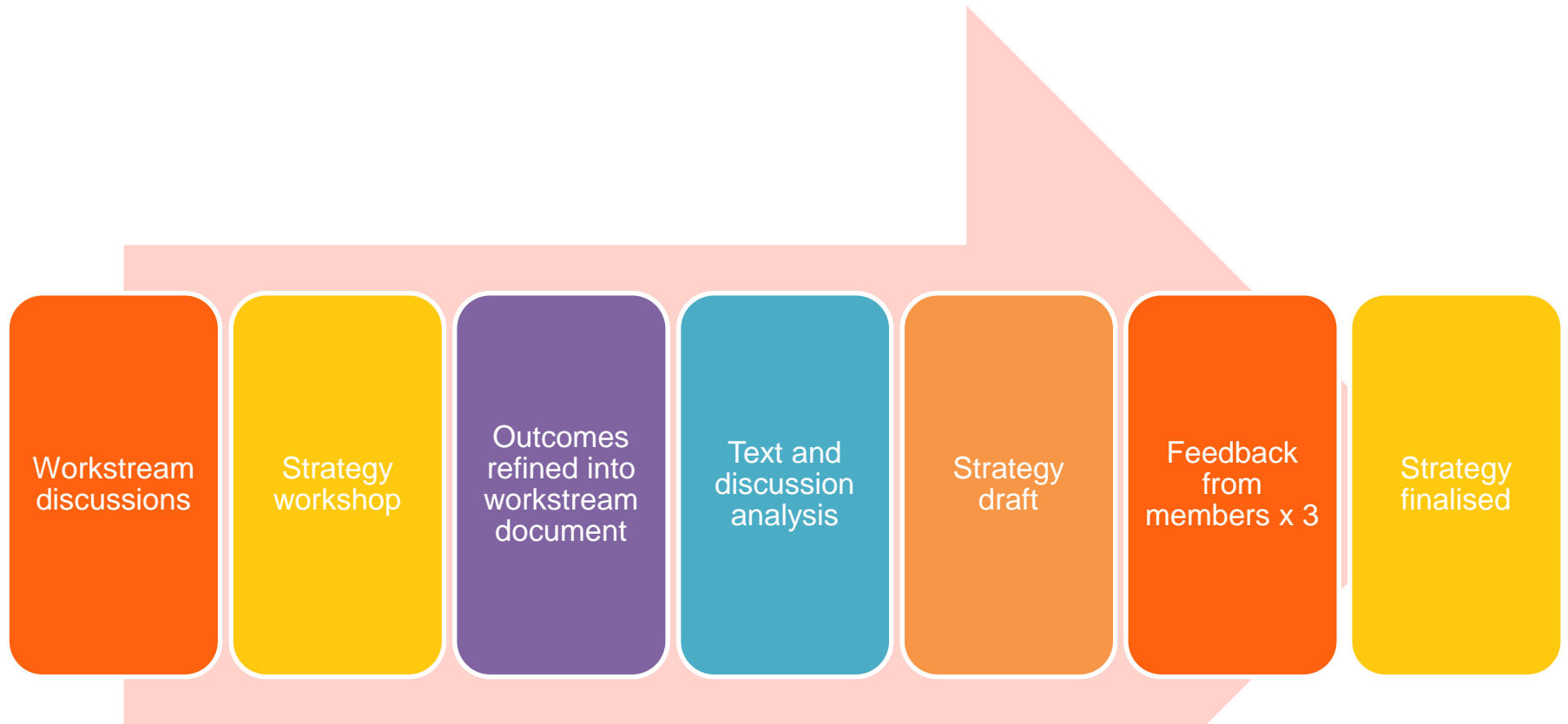
ETC 2020 – Validating the strategy

- Presentation
- Discussion – small groups
- Plenary discussion
- Final comments

BE STRONGER THAN YOUR

WORK STREAMS!

EMERGENCY**TELECOMMUNICATIONS**
CLUSTER

ETC 2020 – Strategy process

| Workstream discussions | Strategy workshop | Outcomes refined into workstream document | Text and discussion analysis | Strategy draft | Feedback from members x 3 | Strategy finalised |

ETC 2020: Exercise

- With the person next to you, think about the work stream presentations you've seen during the past two days.
- Identify three things (key considerations; ideas, approach; objectives, ways of working; stakeholders/actors, anything) that have come up in at least three work streams.

ETC 2020 – Our 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 communications experience in order to facilitate the delivery of humanitarian aid."

Vision statement: Five key words?

Impact for affected populations

Disaster-affected populations will be at the heart of ETC 2020 - a new strategy for a network of committed partners creating communications environments for quick, effective and accountable humanitarian response.

WHO?
WHAT?
HOW?

"WHO": Serving a wider community

Humanitarian response community

Affected populations

Governments

The **humanitarian community** must be reimagined as the **response community**, a complex network of local and international actors, including humanitarians, healthcare professionals, private sector organisations, governments and more.

The ETC will ensure a dedicated and principled communications platform and coordination forum, by brokering or directly providing enhanced connectivity and services through its partnership ecosystem.

"WHO" – Affected populations

Access to communications technologies can save lives, prevent further suffering and empower **affected communities**.

The ETC partners' network will help people access vital communications, reconnecting people who have lost everything and allowing them to communicate their needs.

Connected communities will be able to participate in aid, become effective humanitarian stakeholders and play a stronger role in recovery

"WHO" – Governments

Role of **governments** in disaster-affected countries is strengthening. Government entities active in emergencies need to communicate internally, with humanitarian actors and with affected populations.

ETC has expertise, ability and partners to help prepare governments to build greater communications resilience before disaster strikes, and to leverage partnerships to enable the maintenance/restoration of communications channels during emergencies.

"WHO" – Wider scope

BASIC SHIFTS:

Humanitarian community: Improving and expanding

Affected populations: New 'user'

Governments: New 'user'

Questions?

"WHAT": Four priority areas

Increased resilience to disasters

Communications as aid

Enhanced communications and energy

Improved and decentralized response readiness

Response community

Affected populations

Governments

"WHAT" Enhanced communications & energy

- Improving on what we already do
- Today's emergency responses demand better connectivity and more energy – tomorrow's even more
- Within 24 hours of an official request, the 2020 response community will be able to access broadband internet, make voice and video calls, digitally interact with affected communities and deploy platforms for digital aid
- In addition to connecting emergency responders, the ETC will expand communications solutions to governments and affected populations
- From preparedness - response - until the re-establishment of normal services, the ETC will work with governments and local operators, improving existing solutions and leveraging new, improved services
- Services provided by the ETC network, leading-edge technology partners and local providers
- Equipment and services deployed will be compatible, interoperable, portable and energy-efficient

"WHAT": Improved & decentralized response readiness

- Disasters becoming more frequent, prolonged, complex
- Preparedness requires knowledge of existing national comms structures + ready-to-deploy local and global resources, partners, equipment and people
- ETC network will prepare human capacity, technical solutions, partnerships, procedures and funds to initiate coordinated responses to multiple and concurrent large-scale disasters, with a focus on local, contextual impact in 20 high-risk countries
- Network will be prepared to respond within 24 hours of an official request
- After identifying and mapping communications landscapes, capacities, partners and needs, local, regional and global partnerships will be built. Existing technologies will be enhanced, new technologies tried, tested and tracked for rapid deployment to appropriate contexts
- A roster of inter-agency experts (fitting both traditional and new expertise profiles) will be identified, trained, tested and deployed.
- Advance funding will be available for immediate response

"WHAT": Increased resilience to disasters

- Governments (local, national) are playing a stronger role in their own disaster response
- Financial resources for response actors and humanitarian programs are being stretched across multiple emergencies
- When comms infrastructure is destroyed or damaged, governments/response community cannot effectively communicate or coordinate, hampering response efforts
- The ETC will support governments in high-risk countries in preparing to safeguard their communications infrastructure, restore services in the event of their destruction or damage, and launch joint emergency responses with ETC members
- The ETC will identify and engage strategically with 20 countries
- It will work with them to assess existing structures, actors and policies, understand gaps and broker key relationships with service providers
- Network will facilitate resilience through advocacy, capacity building and the development of tools and training

"WHAT": Communications as aid

- When affected populations can communicate, they can make informed decisions affecting survival, access aid and services, protect their families and contribute to humanitarian response
- People relying on communications technologies more than ever
- ETC will leverage its network and expertise, enabling more accountable humanitarian responses and empowering affected communities as change agents
- ETC network will advocate for the restoration of critical communications services for affected populations
- It will commit to facilitating the required technical infrastructure, but not the content and platforms, for communication with affected communities in the aftermath of emergencies, by facilitating links between service providers, governments, humanitarian actors and communities
- ETC will leverage network to advocate or enable others to provide services, with a focus on local organisations/service providers
- Interventions will provide a bridge until local operators have re-established services (not duplicating/interfering with local providers).

Four priority areas: Clarity exercise

In four groups, discuss the key points in the priority assigned to you. Answer the following questions:
1. Does it make sense to us?
2. Is it high-level enough, but clear enough, to guide implementation?

Partnership

Advocacy

Experiments
and pilots
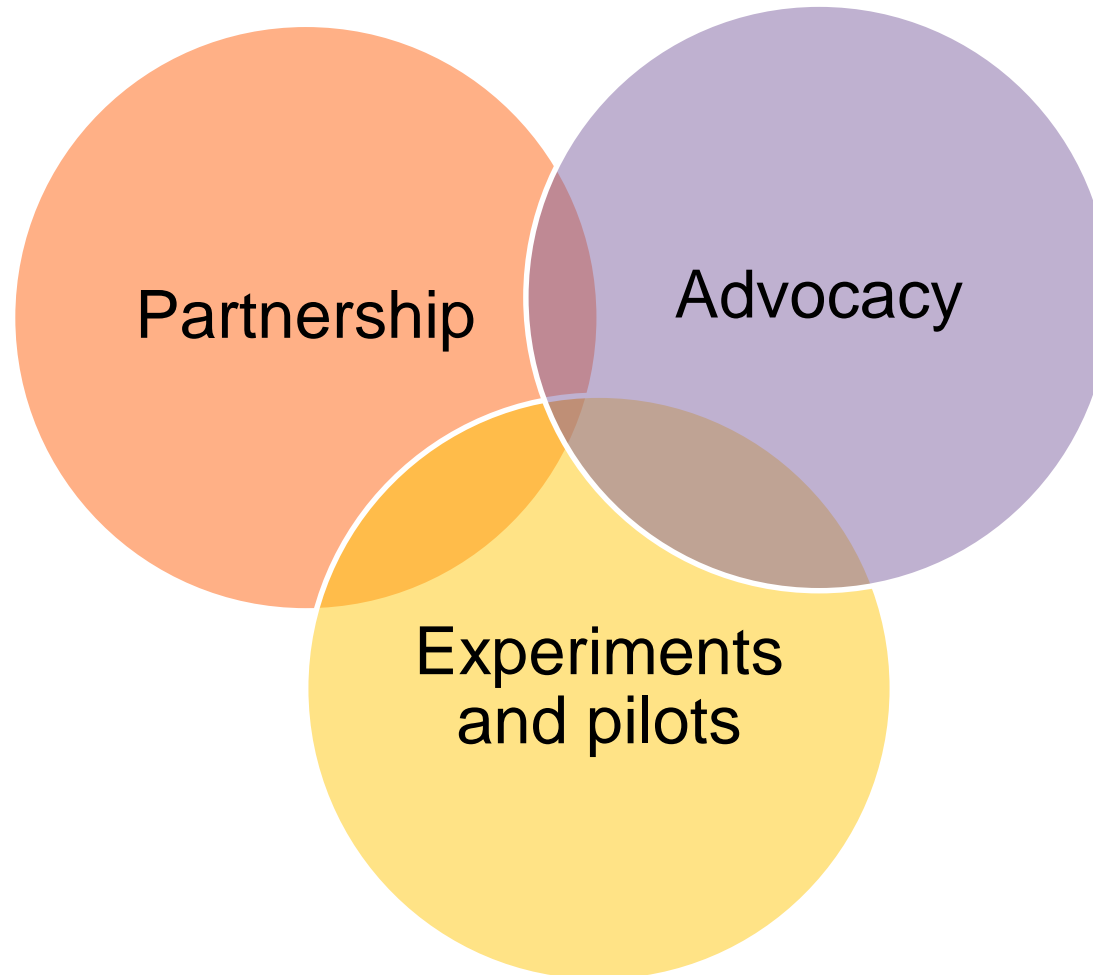
How will we do it? Partnerships

- ETC as enabler
- Partnerships before, during, after and between emergencies
- Ready-to-go partnerships
- More partnerships for impact on the local level – global, regional, local
- Mutually-beneficial partnerships

Partnership

How will we do it? Advocacy

- Need to better use the global 'reach' of the ETC network
- Advocate for the role of technology in disasters
- Advocate for the importance of comms for aid
- Includes advocating for the role and importance of the ETC

Advocacy

- Testing and trialing
- People, technology and processes will be tested in parallel
- Experiments and pilots will be enabled by strong, principled and accountable partnerships between humanitarian and private sector organisations
- Failing and learning

Experiments and pilots

WHERE will we do it?

20 high-risk countries

9 disasters, 6 at once

Global network

Local impact

NEXT STEPS: Flagship projects

Service redesign

Partnership charter

Resilience framework

Readiness for large-scale disasters

Expanding ETC expertise

Questions?