Roadmap

ETC2020 Implementation, 2017 - 2018

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Emergency Telecommunications Cluster (ETC)
Global ETC Support Cell
United Nations World Food Programme
www.ETCluster.org

Contents

Foreword

In October 2016, the Emergency Telecommunications Cluster (ETC) network of partners came together to review the last Roadmap and plan for the next two years of ETC2020 implementation. Hurricane Matthew had struck Haiti not yet two weeks prior, and the global community continued its struggle to respond to dire humanitarian situations in Central African Republic, Iraq, Nigeria, South Sudan, Syria and Yemen, some of which had already raged for half a decade.

In developing the ETC2020 Strategy, we as a cluster had anticipated the need to respond to nine emergencies a year, six concurrently. Not two years after adoption of our strategy, this level of need has already been exceeded – indicative of the complexities of our environment today, and reinforcing the need to work together where governments, communities, people need us most.

Along with ever-increasing humanitarian needs, we have witnessed a dramatic increase in digitization and reliance on technology. As the sector tasked with telecommunications in emergencies, the onus is on the ETC network to continue working together in enhancing and delivering targeted technologies, solutions and services to the entire response community; humanitarians, governments, disaster affected people alike.

In compiling this Roadmap, we reviewed what steps we have taken to realise the ETC2020 vision, the lessons we learnt in doing so, and how we will need to adapt our approach to continue moving forward. The 2017 – 2018 Roadmap is consequently more refined, focusing on deliverables identified by the membership as priority areas. The deliverables continue to be grouped within the four ETC2020 pillars:

1. **Communications as aid** to ensure communities have access to connectivity, to view information, receive assistance, contact loved ones and make informed decisions about their own lives.
2. **Improved and decentralized response readiness** to ensure local people, processes and equipment solutions are ready to activate rapid communications responses to disasters.
3. **Increased communications resilience to disasters** to help affected governments safeguard systems and prepare for responses when disasters strike.
4. **Enhanced communications and energy** to enable a wider group of traditional and non-traditional humanitarian responders to save and improve lives.

Facing such critical need and suffering, we have to remain focused. Today's digital landscape requires the ETC to carefully position its role, value, and relevance at global, regional and local levels by leveraging partnerships and relationships with private industry, Governments, Mobile Network Operators (MNOs), NGOs, National Disaster Management Authorities (NDMAs), humanitarians and communities at large.

All of our respective organisations are evolving and are faced with similar complexities in an incredibly fast-paced technological world. We are all striving to achieve similar goals and objectives; all searching for the right ways to best support communities most in need, and how to be accountable to them. In this realm, it is essential that we foster collective partnership values that ultimately help us support one another when and where most needed.

Partnerships remain the foundation and cornerstone of what the ETC is all about. We have come a long way over the years with tremendous collective energy and effort put into IT emergency preparedness and response, and together we can continue to do so for many more years to come. Sadly, with the increasing number of people around the world today who rely on our organisations for assistance, we have to.

Roadmap Deliverables

Priorities marked with a star ⭐ have been identified as priorities by the ETC membership.

ETC 2020 Pillar: Communications as Aid

Information and communications needs of affected populations in emergencies are supported.

PRIORITY	ACTIVITIES	RESPONSIBILITY	TIMELINE
⭐ **ETC positioned as a key player in the provision of communications services to affected population in emergency operations.**	Templates and tools produced to support ETC Services for Communities (generic proposal, assessment, program design, budget and monitoring).	Global ETC, Internews	Q4 2017
	Services for Communities included in all new emergencies, with specific ETC support provided to coordination and projects.	Global ETC, Internews	ongoing
	Training module produced and piloted.	Global ETC	Q1 2017
	Deliver at least one S4C training to ETC coordinators and specialists	Global ETC, Internews	Q4 2017
	Case studies produced from at least three Services for Communities projects from among the membership.	Internews/Global ETC (Haiti case study)	Q2 2017 Q3 2018
	Follow-up monitoring done for at least 1x ETC Services for Communities field project (e.g. Community survey) to produce lessons for project effectiveness/accountability.		Q4 2017
	Development of ETC's S4C advocacy and communications strategy to influence key decision-makers and funders	CDAC Network, Internews, Global ETC	Q3 2017
	Haiti Radio Rehabilitation Project lessons learned.	Global ETC, Internews	Q3 2017
	ETC will participate in key speaking events and interagency initiatives on community engagement.	Global ETC, CDAC Network, Internews, ETC members	Q4 2017

ETC2020 Pillar: Improved and Decentralised Response Readiness

Readiness and capability (human capacity, technical solutions, partnerships, procedures and funds) to initiate coordinated response to multiple and concurrent disasters.

PRIORITY	ACTIVITIES	RESPONSIBILITY	TIMELINE
Have an improved training portfolio for ETC staff to reflect new roles and services required to operationalize the ETC2020 strategy	Finalize the list of training identified by the former Training Working Group.	MSB, Save the Children	
	Update the list of ETC profiles and related competencies for training / network purpose.		
	Include developed ETC Services to Communities training module into list of training or suggest to be included as part of existing training.	Global ETC, Internews	
	Share ETC induction training material online for ETC members and partners' use.	Global ETC	
	Establish an ETC network to match ETC related profiles and staff with certification interested in deploying to ETC emergency response.		
	Monitor training needs to ensure it remains relevant for the ETC2020 implementation (review once a year).		
⭐ **ETC preparedness measures implemented in identified high risk countries (target: 7 per year)**	Provide list of preparedness activities to be implemented in high-risk countries.	Global ETC	Q2 2017
	Revise Local ICT Working Group Terms of Reference.	Global ETC	Q3 2017
	Roll out preparedness activities in high risk countries (7 per year) including the following but not limited to: -Establish ETC focal points in identified high-risk countries and include them in the country ICT profile. - Roll out / Revive the Local ICT Working Group. - Roll out the Country ICT profile template in all high-risk countries, including information ecosystem analysis (IEA). - Establish relationships with national stakeholders (Government, National Disaster Management Organisations, Regulators, Private Sector, Military/Civil Protection).	ACF, UNHCR, UNICEF, NetHope, Internews, WVI	Q4 2017 & 2018
⭐ **Improved ETC operating model**	Establish a process to coordinate assets in support of ETC operations (including protocols, forms and conditions).	Ericsson Response, WFP	
	Review the current ETC operating model conducted with recommendations to improve it in line with ETC2020 requirements.	Ericsson Response	

ETC2020 Pillar: Increased Communications Resilience to Disasters

Governments in high risk countries are empowered to safeguard their communications infrastructure, and restore services in the event of their destruction or damage.

PRIORITY	ACTIVITIES	RESPONSIBILITY	TIMELINE
⭐ **Capture lessons learned from pilot projects**	Complete Haiti project and provide lessons learned.	U.S. Department of State, NetHope	Q3 2017
	Complete Nepal project and provide lessons learned.	Global ETC	Q3 2017
	Complete Philippines project and provide lessons learned.	Ericsson Response	Q2 2017
⭐ **Develop an ETC country communications resilience framework**	Identify resilience best practices.	UNHCR, WVI	
	Define resilience activities with which the ETC can support.	UNHCR	

ETC2020 Pillar: Enhanced Communications and Energy

Communications solutions to support coordination of humanitarian assistance and enabling digital aid delivery.

PRIORITY	ACTIVITIES	RESPONSIBILITY	TIMELINE
⭐ **Establish services, solutions and agreement to enable enhance communications and energy**	Finalize the Crisis Connectivity Charter agreement with satellite companies that have signed the Charter.	Global ETC	Q2 2017
	Pilot the satellite community Crisis Connectivity Charter in 1x country.		Q4 2017
	Define all new ETC services through business engagement.		
	As per new services requirement, identify solutions and provider of these solutions that can support delivery of current and new ETC services.		
	Define requirements to enhance energy in ETC operations	ACF, WVI	Q3 2017
	Conduct regular review of ETC solutions.		

Cross Cutting Deliverables

All ETC2020 Strategic priorities activities carried with adequate resources and progress tracked

PRIORITY	ACTIVITIES	RESPONSIBILITY	TIMELINE
Partnership and resource strategy for ETC2020 in place, including commitments from members and the broader ETC network.	Revise partnership engagement for the management of mutually-beneficial and committed partnerships.	Global ETC	Q3 2017
	Ensure capacity and expertise in the Global ETC cell matches new domains.	Global ETC	2017-2018
	Establish Governance entity with designated ETC members to support ETC2020 implementation, meet quarterly, review progress, and advise as required.	Global ETC	
	Reflect ETC member and partner commitments per activities.	Global ETC	Q2 2017
	Update network on status of the roadmap twice a year.	Global ETC	2017-2018
Ensure ETC guidance reflects new services	Revise and update ETC service catalogue.	Global ETC	
	Update ETC Coordinator handbook.	Global ETC	

Way Forward

This second roadmap for ETC2020 implementation will strengthen the development of a new operating model for the ETC, furthering operationalisation of the strategy. It will provide a set a revised shared ETC services that can be deployed for now, on a case-by-case basis, with the ultimate goal being that by 2020, they will become standard, *ensuring that all those responding to humanitarian emergencies - including affected communities - have access to vital communications services and digital aid.*

Acknowledgements

The Emergency Telecommunications Cluster (ETC) wishes to acknowledge the contributions of its members, partners and subject matter experts for their efforts in developing the ETC2020 Implementation Roadmap for 2017 – 2018.

Acronyms

ACF	Action Contre la Faim
ETC	Emergency Telecommunications Cluster
MSB	Swedish Civil Contingencies Agency
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
WFP	World Food Programme