# ETC 2020

# IF THERE IS AN EMERGENCY TOMORROW...

'ETC2020' is the Emergency Telecommunications Cluster's (ETC) ambitious strategy that seeks to ensure all those responding to humanitarian emergencies have access to vital communications services and digital aid. Adopted by the ETC membership in April 2015, the ETC2020 Strategy will guide ETC efforts going forward.

Until specific standard operating procedures (SOPs) are in place to guide the provision of services to affected populations and governments, this guidance note outlines the approach to begin implementing ETC2020 themes if there is a new emergency operation tomorrow.

The intended audience for this document includes:
- Personnel deployed as part of ongoing ETC operations in the field;
- ETC members, partners and the extended network.

## 1. Principles
The ETC approach in future emergencies should adhere to the following principles:
  i.    Continue ETC emergency operations based on the existing response solutions, protocols and SOPs.
  ii.   Be open and available to pilot new services, where the context and necessity allow. Encourage ETC2020 as the new way of working over a period of time, emphasizing collaboration and partnership.

## 2. Operational Guidance
Guidelines should be applied acknowledging that emergency contexts dictate how operations are run, and that operational decision making should be as close to the ground as possible.

### 2.1 Expand partnerships
- As partners for ETC service provision, proactively work with Mobile Network Operators (MNOs) and humanitarian broadcasters to support the restoration of their services. While the range of potential ETC interventions depends on local contexts, some examples include: advocating for and facilitating transportation of their equipment and personnel on humanitarian flights or fueling generators for key installations (broadcast station, towers) from humanitarian fuel pipeline.

### 2.2 Advocacy & Communications
- Include content on new service areas of CwC and government resilience in the existing ETC information products. Existing templates will be modified to explicitly include these sections.
- Advocate to the following groups:

i. UN and humanitarian coordination structures: For inclusion of technolgy needs for CwC and government communications resilience in Multi-cluster/sector Initial Rapid Assessment (MIRA), Humanitarian Needs Overview (HNO), Strategic Response Plan (SRPs), inter-cluster mechanism and humanitarian press materials;

ii. Governments (host): For inclusive disaster communications policies for affected populations and on how to work with the ETC for improved coordination;

iii. Governments and donors: For government and community communications resilience initiatives.

## 2.3 Services

- Existing ETC services, as defined in the [service catalogue](#), could be extended to new customers (affected populations, governments) 'as is' i.e. no modification to the standard technical solutions, if it is deemed responsible to do so, and in coordination with appropriate partners.
- Additional services could be made available to new customers with minimal modification to existing technical solutions, and in partnership with operational organisations who can support (eg. Hosting services, access management):
  i. Internet spots;
  ii. Mobile (power) charging;
  iii. Connectivity support for humanitarian broadcast.
- Potential new services should be needs based. Requirements should be identified as part of the ETC assessment process and with full collaboration with partners. For example, assessment of communications needs of affected populations must be conducted in coordination with the local CwC/community engagement lead agency or working group. An assessment tool will be provided to the ETC team on the ground. Some example questions are included as an appendix, which will be further fleshed out in the coming months.

## 2.4 Resources

- As part of the ETC's operational planning, and based on needs, include new services in the budget. Based on potential services above, project plan and budget templates will be developed that can be quickly incorporated into flash appeals and other funding requests as standalone projects within the ETC.
- Expertise in new service areas, especially CwC, can be deployed from the Global ETC Support Cell and/or partner roster.

## 3. Support

For additional support and guidance, contact the Global ETC Support Cell: [Global.ETC@wfp.org](mailto:Global.ETC@wfp.org)

## Appendix 1: Practical Checklist

This checklist provides key elements to guide ETC Coordinators on the ground, if there is an emergency tomorrow.

| | TASK DESCRIPTION | CHECK |
|---|---|---|
| 1 | Conduct assessment of potential needs of affected populations, the government and the wider response community. | ☐ |
| 2 | If required, deploy additional expertise (CwC, partner management, resilience) through the Global ETC Support Cell to support coordination efforts. | ☐ |
| 3 | Engage and become involved in CwC coordination structures in the country e.g. CwC Working Group. | ☐ |
| 4 | Include community and government communications needs (eg. Preparedness, response and resilience) in ETC Strategic Objectives, planning and budgets wherever possible and appropriate. | ☐ |
| 5 | Based on needs and capacity, provide services to affected populations. | ☐ |
| 6 | Based on needs and capacity, provide services to affected government. | ☐ |
| 7 | If mobile services have been disrupted, engage with local MNOs to support restoration of services. | ☐ |
| 8 | If radio broadcast has been disrupted, engage with humanitarian broadcasters to support restoration of services through technical assistance and in partnership with CwC coordination body. | ☐ |
| 9 | Include services to affected populations and government in ETC information products e.g. sitreps. | ☐ |
| 10 | Advocate for the prioritisation and funding of community communications services with HCT, government and donors. | ☐ |

## Appendix 2: Needs Assessment Questions (Affected Populations, Government)

This section provides key questions to be included in the ETC needs assessments that account for communications needs of affected populations and government. It is recommended that assessment of communication needs of affected populations should be done in partnership with CwC Working Group.

**Assessing Communications Needs of Affected Populations**

There will be a comprehensive CwC assessment tool shared with ETC field staff in the coming months. If an emergency happens tomorrow, ETC interventions for communities should be informed by the following overarching questions:

1. What are the preferred/most used information sources of affected population/s?
2. What are the preferred/most used communications modalities for affected population/s?
3. Where these are relevant to ICT (mobile telephone services, internet, broadcast), how have they been impacted by the disaster?

To address questions 1 and 2, ICT questions for community members must be included in interagency CwC assessments, likely undertaken by the local coordination body. A sample of relevant assessment questions for inclusion is below please note however, that any assessment would be a formal process agreed upon by involved CwC parties, keeping in mind also all ethical, protection, information privacy and other similar standards:

- What is your main way of finding information?
- What are the top sources you trust and use to receive information on the emergency response?
- What are the main ways you communicate with aid providers?
- What are the main ways you would like to communicate with aid providers?
  What is preventing you from getting the information you need now?
  Do you usually listen to the radio?
- Did you listen to radio immediately after the emergency?
- If no: What prevented you from doing so?
- If yes: What information can you recall receiving on the radio after the earthquake?
- If yes: Based on the information you received through radio, did you take any actions?
- If yes: What action did you take?
- If no: You said you did not take action on the information you received – why not?
- Do you usually watch television?
- Do you watch television now/did you watch it immediately after the emergency?
- If no: What prevented you from doing so?
- If yes: What information can you recall receiving on the television after the emergency?

- Based on the information you've received from television, did you take any actions?
- What action did you take?
- You said you did not take action on the information you received – why not?
- Do you own a mobile phone? / Do you usually use a mobile phone?
- Is it currently working? (If not, why not?)
- What do you use it for?
- Are you currently able to use it? Were you able to use it immediately after the disaster?
- If not, why not? (coverage – voice and 3G)
- How reliable was the network coverage before the disaster?
- How reliable is the network coverage now?
- How are you charging your phone?
- Do you use internet or social media?
- What do you use it for?
- Are you currently able to use it? Were you able to use it immediately after the disaster?
- If no: You said that you had problems using, or did not use the Internet, why is this?
- How do you generally access the internet when you use it?

To address question 3, rapid engagement should happen with MNOs, government and the CwC/community engagement coordinating body, to determine the extent of infrastructure damage. This, coupled with community communication needs and preferences, should inform response interventions.

## Assessing Communications Needs of Government

Communications needs of governments affected by disaster should relate to key agencies/departments/ministries that are responsible for disaster management within the country. This is not meant to cover the entire government's communications requirements.

1. What government agency/department/ministry is the authority responsible for telecommunications regulation? Focal point contact details? Does the government have a CIO Office? Contact information for government CIO?
2. What government agency/department/ministry acts as the national disaster management authority (NDMA)? What is their physical address, contact details and state of their communications capabilities and gaps? Contact details of head of ICT of the NDMA?
3. Does the government have emergency communications protocols and standard operating procedures for use during disasters? This includes information on roles, responsibilities and accountabilities and chain of command within government.
4. Does the government have a Disaster Recovery Plan, with an emergency communications component?
5. Does the government have emergency communications stockpiles? Where are they located? What equipment is included? And who are the key contacts? What is its current status?

6. What are the internal and external government communication gaps, related to the emergency management? Are there mission critical (catastrophic breakdown in emergency response ability) communication gaps in key government agencies/departments/ministries which could result in major loss of life and property? (*mission critical gaps should be targeted for restoration*)
7. What is the government's current communications network resiliency, redundant paths, and primary/secondary fail over systems, especially for key agencies/departments/ministries managing the emergency?
8. Does the government have an alternate operations site for coordination in times of emergency, and whether this site has adequate communications capabilities?