

## Response Readiness

### ETC2020 Strategy Process

March 2015

*Failing to plan, is a plan to fail.*

The ETC 2020 theme **Response Readiness** seeks to ensure that ETC responders can provide predictable and effective international and local response within 24 hours of an emergency, leveraging capacities, preferences and synergies available through the ETC network.

The Response Readiness group comprised 15 people, including the Facilitator and ETC Cell Focal point, from 11 different organisations. Representatives covered humanitarian, government and private sectors.

Through three teleconferences, the group explored what Response Readiness means in terms of the ETC, revised the value proposition within this context and outlined three key areas that would influence development of this section of the ETC2020 strategy.

### Definition of Response Readiness

It was agreed by the group that Response Readiness be defined as:

A state in which the ETC has the necessary:

- Human capacity pool trained, exercised & rostered;
- Technical solutions developed, tested, prepositioned & managed;
- Relationships & agreements established, fostered & maintained;
- Funds sourced & reserved

to ensure delivery of a predictable & effective communications experience to humanitarian, government & affected communities in emergencies.

### Value Proposition

Given the above definition, the value proposition was revised to:

By 2020, the ETC network\* will have the human capacity, technical solutions, relationships & funds to initiate a response that provides &/or coordinates predictable & effective communications services to humanitarian, government & affected communities within 24 hours of 9x L3 emergencies per year, 6x of which are simultaneous.

\* Local, Regional & Global

## Key Areas

The key areas that will influence development of the Response Readiness section of the ETC2020 strategy can be loosely divided into three categories:

- **Man:** *the ETC will see development of a roster of trained and exercised ICT responders across the network, especially in high-risk countries, and definition of a mechanism to efficiently and effectively mobilise them within 24 hours of an emergency.*
- **Machine:** *leveraging expertise within the network, the ETC will facilitate compatibility of technologies and solutions deployed in emergencies, and ensure necessary tracking management.*
- **Method:** *the ETC will build relationships, establish agreements and develop plans to facilitate delivery of efficient and effective Digital Aid.*

## Points Considered

Points considered during work stream discussions include:

- When revising the value proposition, it was emphasized that the ETC would be ready to *mobilise/respond* with 24 hours of the emergency, not establish services.
- It was questioned whether or not to quantify the number of emergencies the ETC would be ready to respond to each year. There will be further follow-up with larger humanitarian organisations to understand their respective planning assumptions and potentially align the ETC 2020 strategy to them.
- It was expressed that the current value proposition appears to be geared towards an international response, at the omission of regional and local players. The group agreed that the perception needs to shift from assumed international response, to understanding that 'response readiness' encompasses players across global, regional and local levels.
- The group agreed that demobilization of ETC at the end of an operation was not to be covered within the Response Readiness theme.
- It was agreed that the ETC plays different roles at different stages of Response Readiness.

## Cross-Cutting issues

- When we refer to the ETC in the context of ETC2020, do we mean the network of members and partners? The Global ETC Cell? The Global ETC Lead agency?

## Work Stream Participants

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