Workshop Pre-Read: Humanitarian Community

ETC2020 Strategy Process, March 2015

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The work stream discussions have been guided by a number of questions that helped refine the groups thinking on the theme:

* What are we missing in the (draft value proposition) statement?
* What does services to the humanitarian community mean to you? Has it been enough? Has it met your expectations?
* What should change in the way that the ETC currently delivers services to the humanitarian community?
* Are we running a risk of competing with local service providers? How should we fill the gaps?
* Who are the other actors in this space which the ETC must co-ordinate or collaborate with?

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| **Work Stream #6: Services to Humanitarian Community** | |
| **Brief Summary:** | What does the future humanitarian worker look like? Are we expecting digital aid worker? What kind of services will they demand? Are they the same or significantly different from what we provision today? How does the cluster adapt to support and enable the future aid worker?  There is an expectation that the future aid worker will be a digital worker who will demand significantly better and more enhanced services. This worker will expect to have the same level of connectivity and communications experience they have in their corporate office to be made available in humanitarian operations. They will be a connected individual, with multiple devices and the latest technologies. They will be dealing with lots of information (big data) and would want to make sense of it quickly, and yet concerned about security (infosec). Ultimately, they will be tech-savvy, delivering digital aid as opposed to food and tents. |
| **Value Proposition:** | Revised statement reads: “For all humanitarian actors needing to communicate with each other, and with affected populations, we take responsibility to ensure a dedicated and principled communications platform, and coordination forum, by brokering or directly providing enhanced connectivity and services through our membership and extended partnership network.” |
| **Focus Areas:** | 1. **Services Definition**: The services to be delivered to the future humanitarian worker will be different from what we deliver today. We should begin to define what these services would look like, and how we deliver them effectively. |
| 1. **Delivery Model**: What delivery models do we adopt to deliver more enhanced services in future. Would this be centralized or federated models? |
| 1. **Innovation**: Continuos innovation through solution development, process and service improvement. |
| 1. **Service Sustainability**: Develop a model that ensures services to humanitarians are targeted (based on needs), and can be sustained over a defined period of time. |