



**World Food Programme**

# Intro to IT Emergency Management

Version 4.00

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SECTION	TOPIC CODE	LEARNING OBJECTIVE	DURATION
<b><i>I. Humanitarian Context</i></b>			
<b>New challenges in the field of humanitarian work</b>	EPR1-01	<ul style="list-style-type: none"> <li>- List and describe the mandate of the organisations active in the field of humanitarian assistance</li> <li>- List other relevant actors that might collaborate with humanitarian actors (military, police...)</li> <li>- Describe the different field activities, understand their inter-linkages and the need for cooperation</li> </ul>	45 mins
<b>The UN System and its response to humanitarian crises</b>	EPR1-02	<ul style="list-style-type: none"> <li>- Know the UN decision making procedures relevant for the deployment of a humanitarian operation</li> <li>- Describe the organizational structure (both at HQ and field level) of a UN humanitarian mission and its chain of command</li> </ul>	40 mins
<b><i>II. Personal Profile</i></b>			
<b>Stress Management</b>	EPR2-01	<ul style="list-style-type: none"> <li>- Covered as pre-course reading. Reviewed in class.</li> <li>- Enumerate and describe the potential sources of stress in a mission environment and the measures to reduce its impact</li> </ul>	15 mins
<b>Working with the Media</b>	EPR2-02	<ul style="list-style-type: none"> <li>- Explain the importance of dealing with the media</li> <li>- Apply proper rules of behaviour when approaching the media</li> </ul>	30 mins
<b><i>III. Operations</i></b>			
<b>Overview, preparedness and alert phases</b>	EPR3-01	<ul style="list-style-type: none"> <li>- Know humanitarian cluster emergency context and organizational structures</li> <li>- Describe the emergency preparedness and response process and elements</li> <li>- Explain the emergency alert and activation processes</li> </ul>	40 mins
<b>Intro to Assessment</b>	EPR3-02	<ul style="list-style-type: none"> <li>- Know the relevance of the assessment as a basis for operational planning</li> <li>- Understand the requirements for conducting a successful assessment</li> <li>- List the relevant actors to find information</li> <li>- Describe key questions to ask and how</li> </ul>	50 mins
<b>Intro to the Project Plan</b>	EPR3-03	<ul style="list-style-type: none"> <li>- Understand the structure of the Operational Plan and its essential components</li> </ul>	20 mins
<b>Building Blocks</b>	EPR3-04	<ul style="list-style-type: none"> <li>- List service provision, staffing, equipment and resources</li> </ul>	30 mins
<b>Budgeting and Funding</b>	EPR3-06	<ul style="list-style-type: none"> <li>- Understand general budgeting requirements and the components</li> </ul>	45 mins

<b>Communication, Coordination &amp; Reporting</b>	EPR3-07	- Describe the reporting requirements and reporting lines, communication procedures and meeting requirements	15 mins
<b>Monitoring &amp; Lessons Learnt</b>	EPR3-08	- Know the importance of monitoring, evaluation and recording achievements - Appreciate the need for lessons learned and their incorporation into management processes	20 mins
<b>ICT Humanitarian Emergency Platform &amp; Other Tools</b>	EPR3-09	- Overview of available tools for IT Emergency Management - Be familiar with the Budget Template - Be familiar with the HEP website	15 mins
<b>Financial Management</b>	EPR3-10-1	- Understand the need for constant financial tracking and management and the hazards therein	20 mins
<b>Equipment &amp; Logistics</b>	EPR3-10-2	- Explain the challenges of dealing with logistics and equipment management in an emergency	25 mins
<b>Staff Management</b>	EPR3-10-3	- Explain the challenges of managing staff in an emergency - Know the issue of prioritization of services, staff and equipment	25 mins
<b>The Local ICT Working Group</b>	EPR3-11	- Objectives, roles and responsibilities of the Local ICT Working Group	30 mins
<b>Overview of the ETC</b>	EPR3-12	- Objectives of the ETC at the global and local levels - Roles and responsibilities of global cluster lead - Provider of last resort	60 mins
<b>Emergency Telecommunications Standards</b>	EPR3-13	- Understanding the telecom requirements of the Security Level System - Practical implications of the security phases	60 mins
<b>Handover &amp; Closure</b>	EPR3-05	- Understand how to plan and complete hand-over/closure processes of ICT projects inclusive of equipment demobilization and/or transfer	30 mins