



World Food Programme

IT Emergency Management Training

Sample Agenda

SUPPORTED BY:



**Scuola Superiore
Sant'Anna**
di Studi Universitari e di Perfezionamento



**International Training Programme
for Conflict Management**

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| TIME | | | |
|--|---|--|-----------------|
| DAY 1 – Facilitator: Mike Zandvliet | | | |
| 9.00-9.15 | <i>Registration of the participants</i> | | |
| 9.15-10.00 | <i>Opening Session</i> | Andrea de Guttry Full Professor of Public International Law Director, International Research Laboratory on Conflict, Development and Global Politics, Scuola Superiore Sant'Anna, Pisa | Welcome Address |
| | <i>Presentation of the Project</i> | Alf Ellefsen Regional IT Officer for USA, Central and Latin America – UNWFP – New York | |
| | <i>Presentation of the Training Course</i> | Alessia Lenci ITPCM - Scuola Superiore Sant'Anna, Pisa Luca Olivieri EMT Project Project Manager – IT Emergency Preparedness and Response Branch – UN WFP UAE | |
| | <i>Logistics and practical information</i> | Bahram Rahman ITPCM - Scuola Superiore Sant'Anna, Pisa | |
| 10.00-10.30 | Introduction of the participants and adoption of the ground rules | Andrea de Guttry and Alessia Lenci | |
| 10.30-11.00 | <i>Coffee Break</i> | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|--|---|--|-------------------------|--|
| DAY 1 – Facilitator: Mike Zandvliet | | | | |
| 11.00-12.30 | New Challenges in the Field of Humanitarian Work | Alfred Gilman Emergency Telecoms Cluster representative – UN WFP Rome HQ | Lecture | <ul style="list-style-type: none"> - List and describe the mandate of the organisations active in the field of humanitarian assistance - List other relevant actors that might collaborate with humanitarian actors (military, police...) - Describe the different field activities, understand their inter-linkages and the need for cooperation - Know the UN decision making procedures relevant for the deployment of a humanitarian operation - Describe the organizational structure (both at HQ and field level) of a UN humanitarian mission and its chain of command |
| 12.30-13.30 | <i>Lunch at the Scuola's canteen</i> | | | |
| 13.30-15.30 | <i>(continued)</i> | | | |
| 15.30-15.45 | <i>Coffee Break</i> | | | |
| 15.45-16.15 | Humanitarian Emergency Platform tools: Website and Budget | Dalia Mansour IT Officer – UN WFP Egypt | Lecture Presentation | <ul style="list-style-type: none"> - Introduction to the Humanitarian Emergency Platform website and features - Introduction to the Budget tool |
| 16.30-17.30 | Emergency preparedness and Response: overview elements and phases | Dane Novarlic FITTEST Head of Operations – UN WFP UAE | Presentation | <ul style="list-style-type: none"> - Identify and discuss the broader context of the humanitarian community, including the cluster approach, actors and key areas of preparedness. |
| 17.30-17.45 | Daily wrap-up session and evaluation | Facilitators & participants | | |
| 18.00 | <i>Visit to Piazza dei Miracoli and to the Leaning Tower (optional)</i> | | | |
| 19.30 | <i>Welcome Dinner in the Cloister, Scuola Superiore Sant'Anna</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|---|--|---|---------------------|--|
| DAY 2 (BRING LAPTOPS FROM THIS DAY ON) – Facilitator: Alf Ellefsen | | | | |
| 8.45-9.00 | Opening session | | | |
| 9.00-9.30 | Intro to the Project Plan and its components | Dalia Mansour | Presentation | - Understand the structure of the project plan and its essential components (template review) |
| 9.30-10.15 | Intro to Assessment | Dane Novarlic | Lecture | - Know the relevance of an assessment as a basis for operational planning - Understand the requirements for conducting a successful assessment - List the relevant actors to find information - Describe the key questions to ask and how |
| 10.15-10.30 | <i>Coffee Break</i> | | | |
| 10.30-13.30 including lunch with sandwiches | Assessment: practical exercises | Mike Zandvliet Training Development Manager – UN WFP UAE | Simulation | - Plan and conduct an assessment |
| 13.30-15.00 | Assessment: wrap up session | Dane Novarlic | Plenary Discussion | - Plan, conduct and use an assessment as a basis for operational planning |
| 15.00-15.15 | <i>Coffee Break</i> | | | |
| 15.15-16.15 | Communications, Coordination and Reporting | Mike Zandvliet | Creative group work | - Describe the why, what, when & how of communication coordination and reporting |
| 16.15-17.45 | Building Blocks | Dane Novarlic Dalia Mansour | Lecture | - List service provision, staffing and equipment resources - Describe mechanisms for deployment |
| 17.45-18.00 | Daily wrap-up session and evaluation | facilitators – participants | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|---|--|---|--------------|--|
| DAY 3 – Facilitator: Luca Olivieri | | | | |
| 8.45-9.00 | Opening session | | | |
| 9.00-11.00 | Building Blocks <i>(continued)</i> | Dane Novarlic Dalia Mansour | Case studies | - Plan for service provision, staffing and equipment resources |
| 11.00-11.15 | <i>Coffee break</i> | | | |
| 11.15-12.15 | Building Blocks <i>(continued)</i> | Dane Novarlic Dalia Mansour | Lecture | - Plan for service provision, staffing and equipment resources |
| 12.15-13.15 | <i>Lunch at the Scuola's canteen</i> | | | |
| 13.15-14.15 | Budgeting and Resource mobilization | Alf Ellefsen | Lecture | - List general budgeting requirements - Know about available funding resources - Describe the humanitarian appeal process |
| 14.15-16.00 | Safety and Security: theoretical aspects | Airborne Brigade «Folgore» Italian Army | Lecture | - Know where to expect mines/booby-traps - Be able to react if encountering a suspected mine field - Describe the key aspects to overcome a hostage taking situation |
| 16.00-16.15 | <i>Coffee Break</i> | | | |
| 16.15-17.45 | Safety and Security: theoretical aspects <i>(continued)</i> | Airborne Brigade «Folgore» Italian Army | Lecture | |
| 17.45-18.00 | Daily wrap-up session and evaluation | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|--|--|----------------|--------------------------|---|
| DAY 4– Facilitator: Alessia Lenci | | | | |
| 8.45–9.00 | Opening session | | | |
| 9.00-10.15 | Budget: practical | Alf Ellefsen | Presentation Exercise | - How to prepare an accurate emergency budget |
| 10.15-10.30 | <i>Coffee break</i> | | | |
| 10.30-12.15 | Budget: practical | Alf Ellefsen | Presentation | - Draft a project budget (Quick Budget) including staff, equipment |
| 12.15-13.15 | <i>Lunch at the Scuola’s canteen</i> | | | |
| 13.15-14.15 | Handover/closure | Dalia Mansour | Lecture Case study | - Understand how to plan and complete hand-over/closure processes of ICT projects inclusive of equipment demobilization and/or transfer |
| 14.15-14.45 | <i>Logistics and ICT</i> | Dane Novarlic | Presentation | - Describe how Logistics and ICT work together in the field, including what Logs needs from ICT and what services Logistics can supply to ICT |
| 14.45-15.00 | <i>Coffee break</i> | | | |
| 15.00 -16.30 | Convoy Procedures | Mike Zandvliet | Group Activity | - Understand how to plan & control a convoy in a low-threat environment - Students will plan and prepare the convoy for the weekend field trip, including communications, navigation, control, contingencies |
| 16.30–16.45 | Daily wrap-up session and evaluation | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|---|--|------------------------------------|---------------------------|---|
| DAY 5 - Participants will be split into 2 groups : Group A and Group B | | | | |
| GROUP A Facilitators: Alessia Lenci and Luca Olivieri | | | | |
| 08.45-09.00 | Opening session | | | |
| 09.00-10.00 | On the ground management: Operations | Alf Ellefsen | Lecture Case studies | - Define why, when and how financial reporting should be done. |
| 10.00-10.45 | On the ground management: Equipment and Logistics | Dalia Mansour | Lecture | - Identify and discuss challenges of dealing with logistics and equipment management in an emergency, and identify strategies for dealing with those challenges |
| 10.45-11.00 | <i>Coffee Break</i> | | | |
| 11.00-12.00 | On the ground management: Staff | Dane Novarlic | Lecture Case studies | - Identify strategies for managing staff in the field, given the intense pressure and circumstances that we experience during emergencies |
| 12.00-12.30 | Real world consequences | Mike Zandvliet | Facilitated process | - Identify key factors for success in planning a project and the consequences of missing those factors |
| 12.30-13.30 | <i>Lunch at the Scuola's canteen</i> | | | |
| 13.30-15.15 | Elements of leadership | Guido Ridoni Challenge Learning | Seminar Working groups | - Describe new perspectives on leadership - Apply own effectiveness, negotiation and problem solving capabilities on the field - Explain own talents & key areas of improvement |
| 15.15-15.30 | <i>Coffee break</i> | | | |
| 15.30-17.15 | Elements of leadership (continued) | | | |
| 17.15-17.30 | Daily wrap-up session and evaluation | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|--|--|------------------------------------|---------------------------|---|
| DAY 5 - Participants will be split into 2 groups: Group A and Group B | | | | |
| GROUP B Facilitators: Luca Olivieri and Alessia Lenci | | | | |
| 8.45-9.00 | Opening session | | | |
| 9.00-11.00 | Elements of leadership | Guido Ridoni Challenge Learning | Seminar Working groups | <ul style="list-style-type: none"> - Describe new perspectives on leadership - Apply own effectiveness, negotiation and problem solving capabilities on the field - Explain own talents & key areas of improvement |
| 11.00-11.15 | <i>Coffee Break</i> | | | |
| 11.15-12.45 | Elements of leadership <i>(continued)</i> | | | |
| 12.45-13.45 | <i>Lunch at the Scuola's canteen</i> | | | |
| 13.45-14.45 | On the ground management: staff | Dane Novarlic | Lecture Case studies | <ul style="list-style-type: none"> - Identify strategies for managing staff in the field, given the intense pressure and circumstances that we experience during emergencies |
| 14.45-15.00 | <i>Coffee break</i> | | | |
| 15.00-16.15 | On the ground management: operational management | Alf Ellefsen | Lecture Case studies | <ul style="list-style-type: none"> - Define why, when and how financial reporting should be done. |
| 16.15-17.00 | On the ground management: equipment and logistics | Dalia Mansour | Lecture | <ul style="list-style-type: none"> - Identify and discuss challenges of dealing with logistics and equipment management in an emergency, and identify strategies for dealing with those challenges |
| 17.00-17.30 | Real world consequences | Mike Zandvliet | Facilitated process | <ul style="list-style-type: none"> - Identify key factors for success in planning a project and the consequences of missing those factors |
| 17.30-17.45 | Daily wrap-up session and evaluation | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|---|--|---|---------------------|--|
| DAY 6 (WEAR OUTDOOR GEAR, BRING OVERNIGHT BAG INCLUDING LAPTOPS) | | | | |
| Facilitators: Alessia Lenci and Pasqualetta Campus | | | | |
| 07.45-08.00 | Assemble in the lobby of the GrandBonanno | | | |
| 08.00-10.30 | Convoy to field location | Convoy Controllers | | |
| 10.30-11.00 | <i>Arrive at field location & re-group</i> | | | |
| 11.00-13.00 | Introduction to 4WD vehicles and equipment | Adventure Club | Presentation | |
| 13.00-13.45 | <i>Lunch</i> | | | |
| 13.45-18.00 | 4WD Practical | Adventure Club Martin Kristensson Dane Novarlic | Practical exercise | |
| 18.30-19.30 | <i>Dinner</i> | | | |
| 20.00-20.45 | Writing a Project Plan | Dane Novarlic | Presentation | <ul style="list-style-type: none"> - Understand how to integrate available information into a Project Plan - Understand the requirements for writing/finalizing the Project Plan |
| 20.45-22.00 | Writing the Project Plan | Participants | Individual exercise | <ul style="list-style-type: none"> - Write and complete a Project Plan <p><i>This is open time to work on the project plan. Note that to ensure you have all the final information that may come out, you should be in the room until 2200.</i></p> |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|---|--|---|---------------------|--|
| DAY 7 – Facilitators: Alessia Lenci and Pasqualetta Campus | | | | |
| 08.00-13.00 | 4WD Practical | Adventure Club Martin Kristensson Dane Novarlic | Practical exercise | |
| 13.00-13.45 | <i>Lunch</i> | | | |
| 14.00-17.00 | Convoy back to Pisa | Convoy Controllers | | |
| 20.00-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |
| 21.00-22.00 | Project Plan Peer Review | Mike Zandvliet | Individual Activity | - Students will provide each other with a brief peer review of the project plans and budgets as they stand |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|--------------|--|---------|-------------|--|
| DAY 8 | | | | |
| DAY OFF | <i>Use this day to work on your project plans</i> | | | |
| 12.30-14.00 | <i>Lunch at the Scuola's canteen</i> | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |
| 21:00 | DEADLINE FOR PROJECT PLANS. Must hand in at 21:00 to Luca Olivieri, in the hotel. | | | |

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|---|--|---|-----------------------------------|--|
| DAY 9 – Facilitator: Luca Olivieri | | | | |
| 08.45–09.00 | Opening session | | | |
| 09.00-10.30 | Media Relations | Jane Howard Public Information Officer – UN WFP Rome HQ | Presentation, Film, Simulation | - Review and practice media skills and get feedback on how they performed. The activity must be done in front of a camera, acting as an interviewee |
| 10.30-10.45 | <i>Coffee break</i> | | | |
| 10.45-12.30 | Media Relations (<i>continued</i>) | Jane Howard | | |
| 12.30-13.30 | <i>Lunch at the Scuola’s canteen</i> | | | |
| 13.30-14.45 | Meaning and Legal Framework of Humanitarian Operations | Andrea de Guttry Professor of Public International Law Scuola Superiore Sant’Anna, Pisa | Lecture Presentation | <ul style="list-style-type: none"> - List and describe relevant international rules (soft law, treaty and customary law, jus cogens) applicable to humanitarian operations - Explain the main legal and institutional challenges facing a field operation - Know some basic concepts and issues relevant in the humanitarian field such as the notion of State sovereignty, the concept of no interference in internal affairs, and the consequences attached to the violation of international rules |
| 14.45-15.00 | <i>Coffee break</i> | | | |
| 15.00-15.45 | Meaning and Legal Framework of Humanitarian Operations (<i>continued</i>) | | | |
| 15.45-16.45 | The legal status of humanitarian field workers | Andrea de Guttry | Lecture | - Describe the legal status of humanitarian officers working in an international operation |
| 16.45-17.00 | Daily wrap-up session and evaluation | | | |
| 19.30 | <i>Dinner at Restaurant “La Clessidra”, via del Castelletto 26, Pisa</i> | | | |

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|--|---|---|---|--|
| DAY 10 - Participants will be split into two groups: GROUP A and GROUP B | | | | |
| GROUP A Facilitators: Mike Zandvliet, Alf Ellefsen and Pasqualetta Campus | | | | |
| 8.00 | <i>Transfer to the Training Area of the Airborne Brigade "Folgore", Valle Ugione, Livorno and to the Caserma 'Lustrissimi' in Livorno - Meeting point: reception of the Hotel Bonanno</i> | | | |
| ALL DAY | Safety and Security Session | Airborne Brigade «Folgore» | Role-playing session Lecture | - Apply proper behavior in dangerous or emergency situations (shooting, hostage taking, mine fields) |
| GROUP B Facilitator: Luca Olivieri | | | | |
| 8.45-9.00 | Opening session | | | |
| 9.00-10.00 | Preventive medicine | Sergio Arena Medical Officer – UN WFP Rome HQ | Seminar Group Discussion | - Know about preventive medicine against infectious diseases |
| 10.00-10.15 | <i>Coffee Break</i> | | | |
| 10.15-13.00 | First Aid elements | Sergio Arena | Seminar Simulation Group Discussion | - List and apply the main elements of first aid |
| 13.00-14.00 | <i>Lunch at the Scuola's canteen</i> | | | |
| 14.00-15.30 | Stress Management | Martine Bourquin Stress Management expert | Seminar Working groups Simulation | - Enumerate and describe the potential sources of stress in a mission environment and the measures to reduce its impact - Recognize basic, cumulative stress and traumatic stress - Explain the concept of post-mission stress (re-integration) and how to react to this situation |
| 15.30-15.45 | <i>Coffee Break</i> | | | |
| 15.45-17.15 | Stress Management(<i>continued</i>) | | | |
| 17.15-17.30 | Daily wrap-up session and evaluation | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|---|---|--|---|--|
| DAY 11 - Participants will be split into two groups: GROUP A and GROUP B | | | | |
| GROUP B Facilitators: Dane Novarlic and Alessia Lenci | | | | |
| 08.00 | <i>Transfer to the Training Area of the Airborne Brigade "Folgore", Valle Ugione, Livorno and to the Caserma 'Lustrissimi' in Livorno - Meeting point: reception of the Hotel Bonanno</i> | | | |
| ALL DAY | Safety and Security Session | Airborne Brigade «Folgore» | Role-playing session Lecture | - Apply proper behavior in dangerous or emergency situations (shooting, hostage taking, mine fields) |
| GROUP A Facilitator: Luca Olivieri | | | | |
| 08.45-09.00 | Opening session | | | |
| 9.00-10.00 | Preventive medicine | Sergio Arena | Seminar Group Discussion | - Know about preventive medicine against infectious diseases |
| 10.00-10.15 | <i>Coffee Break</i> | | | |
| 10.15-13.00 | First Aid elements | Sergio Arena | Seminar Simulation Group Discussion | - List and apply the main elements of first aid |
| 13.00-14.00 | <i>Lunch at the Scuola's canteen</i> | | | |
| 14.00-15.30 | Stress Management | Martine Bourquin Stress Management expert | Seminar Working groups Simulation | - Enumerate and describe the potential sources of stress in a mission environment and the measures to reduce its impact - Recognize basic, cumulative stress and traumatic stress - Explain the concept of post-mission stress (re-integration) and how to react to this situation |
| 15.30-15.45 | <i>Coffee Break</i> | | | |
| 15.45-17.15 | Stress Management(<i>continued</i>) | | | |
| 17.15-17.30 | Daily wrap-up session and evaluation | | | |
| 19.30-21.00 | <i>Dinner at the restaurant of the Grand Hotel Bonanno</i> | | | |

| TIME | SUBJECT | TRAINER | METHODOLOGY | LEARNING OBJECTIVES participants will be able to: |
|--|--|-----------------------------------|-------------|--|
| DAY 12 – Facilitator: Luca Olivieri | | | | |
| 08.45-09.00 | Opening session | | | |
| 09.00-9.15 | IT EM Field Training | Mike Zandvliet | Plenary | - Explain the concept of the EPR Field training and its content |
| 9.15-10.05 | Final Test | | | |
| 10.15-11.00 | Project Plan: plenary feedback session | Dane Novarlic | | - Discuss how the Project Plan should have been structured |
| 11.00-11.15 | <i>Coffee Break</i> | | | |
| 11.15-13.15 | Safety and Security After Action Review – Group A Airborne Brigade “Folgore” | | | Feedback on individual Project Plans Individual sessions Trainers/participants |
| 13.15-14.15 | <i>Lunch at the Scuola’s canteen</i> | | | |
| 14.15-16.15 | Safety and Security After Action Review – Group B Airborne Brigade “Folgore” | | | |
| 16.30-17.00 | <i>Oral evaluation session</i> | Andrea de Guttry | | |
| 17.15 | Closing Ceremony | Alf Ellefsen and Andrea de Guttry | | |