ETC Situation Report #01

Syria Crisis

28/12/2012

Author: Caroline Teyssier

Summary:

- The activation of the Emergency Telecommunications Cluster has been recommended on 20 December 2012 by the Regional Humanitarian Coordinator (RHC) for the Syria crisis.
- In Damascus, many organizations including WFP are now working from their backup office located in the Four Seasons hotel.

Cluster Responsibilities:

- WFP, as global lead of the ETC, is providing emergency telecommunications support to humanitarian organizations on the ground.
- Given the regional scope of the crisis, the following has been agreed regarding roles and responsibilities in cluster and non-cluster countries:
    - UNHCR lead the provision of common ICT services in Lebanon and Jordan;
    - WFP will lead the provision of ETC services in Syria, Turkey and Iraq;
    - WFP will support UNHCR ICT service provision in non-ETC countries if and when requested to; and
    - WFP will coordinate regional activities in close collaboration with UNHCR.

Achievements:

- ETC Coordinators were deployed in Damascus, Syria (5 November 2012) and Amman, Jordan (26 December 2012).
- An Inter-Agency ICT Working Group was established in Damascus and the first meeting was held on 26 November 2012.
- The UN Designated Official sent a request to Syrian authorities on behalf of the ICT Working Group with regard to the importation and licensing of ICT related equipment and services.
- WFP is supporting other agencies in Damascus on VHF and HF programming and installation.

Challenges and Gaps:

- There are limited licenses for telecommunications equipment usage and importation.
- There is limited VHF coverage in some areas of Damascus and lack of operational repeaters in the field i.e. Aleppo, Tartus, Qamishli and Homs. In addition, DSL and 3G internet services are working, but there is minimal coverage in remote areas.
- There are very few wireless bridges. This means that offices belonging to humanitarian organizations cannot be linked to each other or to their respective warehouses.

Planned Activities:

- An ICT Working Group meeting will be organized in Amman, Jordan the first week of January 2013.
- The ETC will provide support to the humanitarian community throughout the areas affected by the crisis. Specifically, this will include:
    - In close collaboration with UNHCR coordinate common ICT activities throughout the region;
    - Provide regular operational information and updates through establishment of a dedicated Information Management platform;
    - Preparedness to provide common security telecommunications and data services in three locations in Syria; and
    - Provide common ICT services in Turkey and Iraq as per need, and support to UNHCR common ICT services as per request.
- The response plan is for an initial 6 months.

Meetings:

The next Global ETC teleconference will be held on Thursday 3 January 2012 at:
    0900 New York
    1300 UTC
    1500 Rome/Geneva
    1600 Damascus
    1700 Amman
    1800 Dubai

Dial-in instructions:
    1) Call +39 066513 3344
    2) Enter the personal code 267200 followed by #
    3) If you are the first caller, a message will notify you. Please remain on the line.

ICT Humanitarian Emergency Platform (HEP) links:

All information related to the ETC response in Syria can be found on the ICT Humanitarian Emergency Platform (HEP):
Syria page: http://ictemergency.wfp.org/web/ictepr/countries/syria
Syria ETC e-mail address: Syria.ETC@wfp.org

ETC *Emergency Telecommunications Cluster*

Staff in the Operation:

AGENCY	NAME	TITLE	LOCATION	CONTACT DETAILS	ETA	ETD
WFP	Jalal Shah	ETC Coordinator	Amman	jalal.shah@wfp.org Mob: +971 506003073	2012-12-26	
WFP	Moussa Sana	Regional IT Officer	Amman	moussa.sana@wfp.org Mob: +962 799206691	2012-12-24	
WFP	Mirwais Shinwary	Head of ICT Unit	Damascus	Mirwais.shinwary@wfp.org Mob:+ 963 9 32101145	2012-11-05	
WFP	Raghid Sandouq	ICT Assistant	Damascus	Raghid.sandouq@wfp.org Mob: + 963 988228503		
WFP	Ali Mohammed	ICT Assistant	Damascus	Ali.Mohammed@wfp.org Mob: +963 988404510		
WFP	Muhammad Khaled	ICT Assistant	Damascus	Muhammad.Khaled@wfp.org Mob: +963 988228502		
WFP	Omar Mardini	ICT Assistant	Damascus	Omar.mardini@wfp.org Mob: + 963 932101143		
WFP	Basem Farhoud	ICT Assistant	Damascus	Basem.farhoud@wfp.org Mob: + 963 932101145		
UNDSS	Supported by UNDP ICT					
UNDP	Besher Kaderi	ICT Associate	Damascus	Besher.kaderi@undp.org Tel. +936 116129811 ext.230 Mob. +963 966713245		
UNDP	Rani Sabboura	ICT Assistant	Damascus	Rani.sabboura@undp.org Tel. +936 116129811 ext.291 Mob. +963 966231943		
UNHCR	Rami Daqaq	Snr. ICT Assistant	Damascus	Daqaq@unhcr.org Tel. +936 112139961/2/3 ext. 22163 Mob. +963 991114992		
UNHCR	Majdi Bido	ICT Assistant	Aleppo	Bido@unhcr.org Tel. +963 21253 01e xt. 110		
FAO	Ayman Aboujaib	Office Technology Coordinator	Damascus	Ayman.aboujaib@fao.org Tel: +963 119700 Ext. 209		

ETC
Emergency Telecommunications Cluster

				Mob: 09 88067945		
UNICEF	Samah Al Maalouf		Damascus	salmaalouf@unicef.org Mob: +1 9142556148		
UNICEF	Haitham Shatti		Damascus	hshatti@unicef.org Mob:+963 988887886		
UNRWA	Mayyasa Asaad	Field Information Systems Officer(FISO)	Damascus	m.asaad@unrwa.org Mob:+963 940888118		
UNFPA	Mohamed Mahjoub	LAN/Admin Associate	Damascus	Mahjoub@unfpa.org Mob:+963 932761092		
UNWHO	Ayman Rezzou	IT Officer	Damascus	rezzoua@syr.emro.who.int		

Status Matrix:

LOCATION	AGENCY	REPEATER	DATA	VOICE	RADIO ROOM	ICT SUPPORT STAFF	SHARED SERVICES
Damascus	DSS	No	Yes	Yes	Yes	Yes	Radio Room
	WFP	Yes	Yes	Yes	Yes	Yes	VHF repeater only
	UNDP	No	Yes	Yes	No	Yes	Helpdesk to UNDSS
	UNICEF	No	Yes	Yes	No	Yes	No
	WHO	No	Yes	Yes	No	Yes IT	No
	UNFPA	No	Yes	Yes	No	Yes	Generator with OCHA
	OCHA	No			No	Yes	Generator with UNFPA
	UNHCR	Yes, one installed and licensed One not installed and not licensed	Yes	Yes	No	Yes	No
	FAO	No	Yes		No	Yes	No
	UNRWA	No, one in stock but not licensed	Yes	Yes	No	Yes	No

Acronyms:

DO	United Nations Designated Official
DSL	Digital Subscriber Line
ETC	Emergency Telecommunications Cluster
FAO	Food Agriculture Organization
HEP	ICT Humanitarian Emergency Platform
HF	High Frequency
ICT	Information and Communications Technology
RHC	Regional Humanitarian Coordinator
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Safety and Security
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNRWA	United Nations Relief and Works Agency
VHF	Very High Frequency
VPN	Virtual Private Network
VSAT	Very Small Aperture Terminal (Satellite ground station)
WFP	UN World Food Programme
WHO	World Health Organization