ETC Plenary Meeting

9 – 10 May 2023

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Opening & Welcome

9:00 am

- **Doug Greene**, UNHCR CIO and Director of Division of Information Systems and Telecommunications (DIST)
- **Jay Mahanand**, WFP CIO and Director of the Technology Division, Chair of the ETC
- **Brent Carbno**, Global ETC Coordinator, WFP

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Opening & Welcome

- Housekeeping & Security information
- Adoption of Agenda
- Introduction of participants

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Introduction & Agenda

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2023 ETC PLENARY MEETING – Agenda
Partnerships in action

Tuesday, 9 May 2023

TIME	STRUCTURE	AGENDA ITEM	SESSION OUTLINE
08:30 – 09:00		***Welcome coffee*** ***Event starts at 09:00***	
09:00 – 09:45 45 mins	Plenary	**Opening & Welcome** • Opening remarks by UNHCR Chief Information Officer and WFP Chief Information Officer • Housekeeping • Participants brief introduction • Agenda overview *Doug Greene, UNHCR CIO and Director of Division of Information Systems and Telecommunications (DIST)* *Jay Mahanand, WFP CIO and Director of the Technology Division, Chair of the ETC* *Brent Carbno, Global ETC Coordinator, WFP*	UNHCR and the Chair of the ETC will kindly open the ETC 2023 Plenary meeting and welcome Global ETC partners and guests. The Global ETC Coordinator will invite all to briefly introduce themselves and review the agenda for the next two days.
09:45 – 10:15 30 mins	Plenary	**ETC updates** • Review of the action points from the last ETC plenary meeting • Relevant Global ETC operational updates and activities *Caroline Teyssier, Deputy Global ETC Coordinator, WFP*	Global ETC team will present a summary of the key updates over the past year. Participants will also review the actions points from the last plenary meeting and their status.
10:15 – 10:45		***Coffee Break***	

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10:45 – 11:45 60 min	Plenary	**ETC Strategic Advisory Group (SAG) updates** • Updates from the SAG • Presentation of the strategic implementation plan • Suggestions for approval for the plenary *ETC SAG members, facilitated by Nizar Zeidan, Global IT Emergency Coordinator, UNHCR*	In this session, the newly established ETC Strategic Advisory Group (SAG) will provide an update on their discussions since formed as well as the status of the strategic implementation plan since circulated in 2022. Participants will also discussed the suggestions proposed to continue the ETC2025 strategy implementation.
11:45 – 12:30 45 min	Breakout groups	**ETC Partnerships model review** • Presentation on proposed changes • Group discussions *Brent Carbno, Global ETC Coordinator, WFP* *Lena Bock, Global ETC Partnerships Engagement Officer, WFP*	Global ETC and ETC SAG members will present a revised ETC partnership model in order to continue being relevant for the implementation of the ETC 2025 strategy. The presenters will highlight the limitations, challenges and positive aspects of the current model and how they will be addressed in the revised version. In groups, will ask all participants to discuss the best ways to implement the new model.
12:30 – 14:00	***Lunch Break***		
14:00 – 15:00 60 min	Plenary	**ETC Partnerships model review** • Presentation of outcomes • Proposed next steps. *Brent Carbno, Global ETC Coordinator, WFP* *Lena Bock, Global ETC Partnerships Engagement Officer, WFP*	The outcomes of the discussion will be consolidated in a revised ETC partnerships model document after the plenary meeting and circulated to all for review.
15:00 – 15:30	***Break***		
15:30 – 17:00 90 min	Plenary	**ETC Capacity Building** • Update on capacity building activities led by the Global ETC • Updates from Global ETC partners • Group discussion on Global ETC courses: challenges, selection and opportunities for localization • Next steps and wrap-up *Priyajeet Arora, Global ETC Project Officer Learning & Development, WFP* *Dagbjartur Brynjarsson, Response Coordinator, NetHope* *Mark Hawkins, Global Humanitarian Technology Manager, Save the Children* *Anthony Kimani, Humanitarian Technologies Advisor, World Vision International* *Nizar Zeidan, Global IT Emergency Coordinator, UNHCR*	The Global ETC team will update on the recent activities and plans. Proposed changes to the selection model for ETC training will be presented and discussed with all participants. The decisions in this session will be put in place for future ETC training starting in Q4 2023.
17:00 – 17:30 30 mins	Plenary	**Wrap up Day 1** *Brent Carbno, Global ETC Coordinator, WFP*	
18:30	***Optional Social Networking Event – departure for boat tour and dinner***		

Wednesday, 10 May 2023

TIME	STRUCTURE	AGENDA ITEM	SESSION OUTLINE
08:30 – 09:00		***Welcome coffee*** ***Event starts at 09:00***	
09:00 – 09:15 15 mins	Plenary	**Opening & Welcome** *Brent Carbno, Global ETC Coordinator, WFP*	All participants are welcome back. A brief recap of Day 1 and outlook of Day 2 will be provided.
09:15 – 10:45 90 min	Plenary & Breakout Groups	**Regional and Country Preparedness** • Key highlights and updates • Partners' Speak • Voices from the field • Working group discussions *Phyza Jameel, Global ETC Advisor, WFP* *Ria Sen, Global ETC Preparedness Consultant, WFP* *Lena Bock, Global ETC Partnerships Engagement Officer, WFP*	This session will present briefly some of the preparedness activities carried on at country level by different ETC partners. In groups, participants will look into identifying the synergies and opportunities to work more closely together.
10:45 – 11:00		***Coffee Break***	
11:00 – 12:30 90 mins	Plenary	**Security communications** • The UN security communications systems • {TESS+} updates • ETC support to security communications in emergency preparedness and response. *Alf Ellefsen, Senior UN Security Telecommunications Consultant, WFP* *Dane Novarlic, Head of FITTEST, WFP* *Komi Amedjonekou, Global ETC Operations Specialist, WFP*	In this session, participants will get an overview of the UN Security Communications System (SCS), the various stakeholders involved and their role and responsibilities. {TESS+} will provide an update on the latest discussions and activities as well as the future opportunities in this area. Participants will get a chance to engage in the discussion, particularly when it come to their application in the field and where they could possibly provide additional support.
12:30 – 14:00		***Lunch Break***	

14:00 – 15:00 60 mins	Plenary	**Empowering communities** • Updates on recent activities. • Showcase of operational examples from ETC partners. *Rosie Jackson, Director of Policy & Programmes, CDAC Network* *Stijn Aelbers, Humanitarian Advisor, Internews* *Lukazs Kruk, Assessment Specialist, REACH* *John Warnes, Innovation Officer, UNHCR* *Maria Gonzales Garcia, Global ETC Services for communities Consultant, WFP* *Phyza Jameel, Global ETC Programme Advisor, WFP*	Partners will present and share their examples, observations and activities towards empowering communities in preparedness and emergency response.
15:00 – 15:30 30 min	Plenary	**Technology in emergencies** • Presentations on solutions and platforms for emergencies *Facilitated by Caroline Teyssier, Deputy Global ETC Coordinator, WFP*	This final session, partners will present on their technology solutions, platforms or projects that have been or could support ETC responses to humanitarian crises.
15:30 – 15:45		***Coffee Break***	
15:45 – 16:45 60 min	Plenary	**Technology in emergencies – to continue** *Vanessa Gray, Head, Environment & Emergency Telecommunications Division, BDT, ITU* *Bryce Davis Hartley, Senior Manager: Strategic Partnerships & Market Engagement, GSMA* *Bertrand Rukundu, Head of Innovation, Business Dev. and Technology, iMMAP* *Lars Rudiger, Program Director, Ericsson Response* *Gilles Hoffmann, Emergency.lu Coordinator, Government of Luxembourg* *Lukazs Kruk, Assessment Specialist, REACH*	All participants will be able to rotate through the presentations and exchange with presenters. At the end, participants will share the key takeaways for the ETC.
16:30 – 17:15 30 mins	Plenary	**Wrap up Day 2 & Closure** *Jay Mahanand, WFP TEC Director and CIO, Chair of the ETC*	
17:15		***Closure***	

GLOBAL ETC UPDATES

Caroline Teyssier, Deputy Global ETC Coordinator, WFP

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Action points - ETC Plenary meeting 2022

- Participants agreed with the principles of the SAG document. The Global ETC will circulate the document for endorsement and once completed, will ask for nominations and vote. These steps will be carried out electronically
- All agree to revise the ETC partnerships model to support the ETC2025 strategy implementation.
- Global ETC unit will re-circulate the ROI on Emergency Preparedness Approach for further feedback.
- Participants agreed to resume the ETC Cybersecurity Task Force.
- Global ETC unit will resume the ETC Capacity building working group and expand the invitation to all who wish to join.
- Global ETC to capture all activities in an ETC strategic implementation plan document to be circulated to all Global ETC partners for review.

KEY UPDATES

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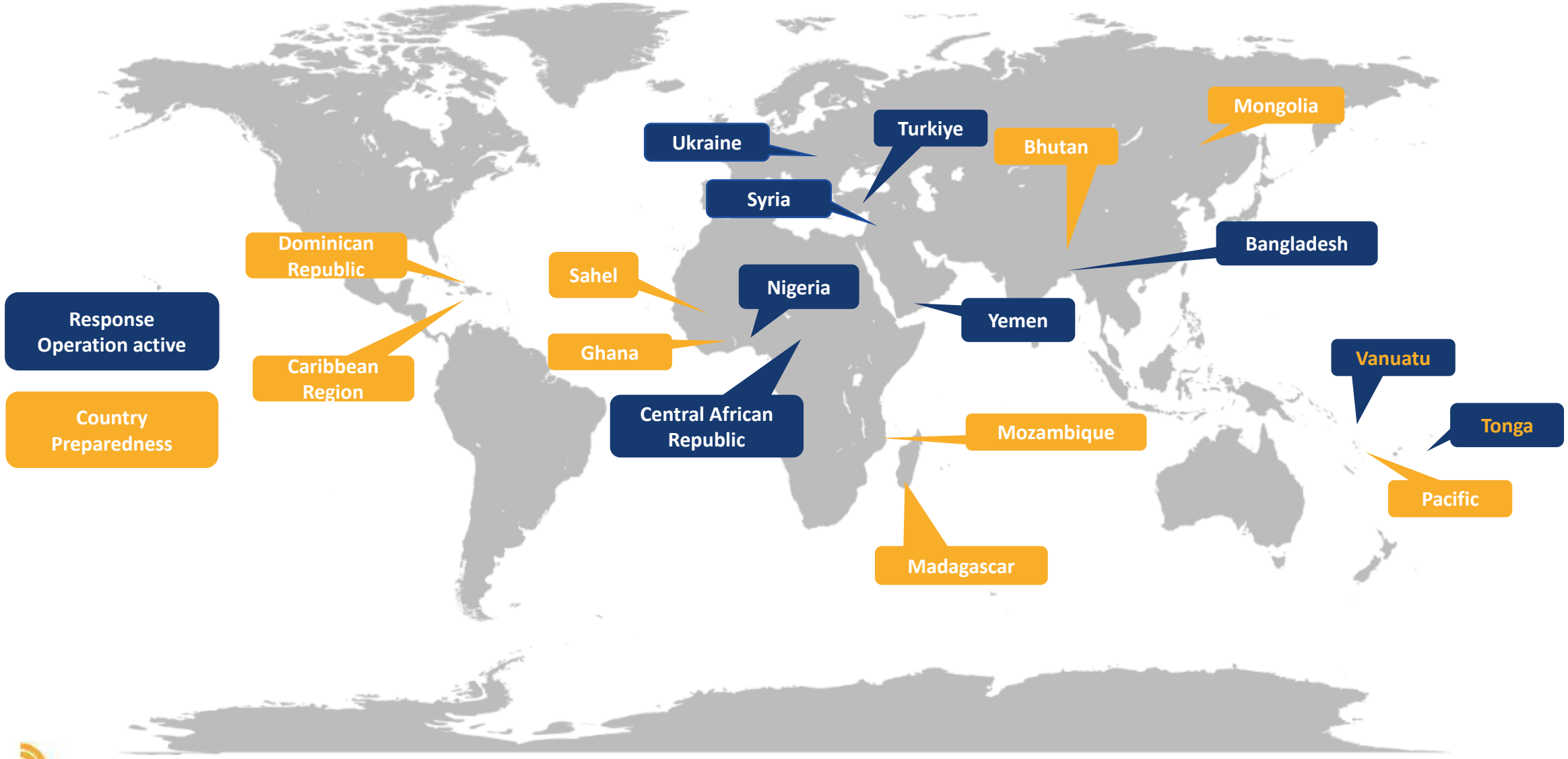
Global engagements

- ETC preparedness workshop in Dubai (March 22)
- Formation of the Strategic Advisory Group (May 22)
- ETC rapid response solution new functionalities (Nov 22)
- ETC Country Prioritization Methodology published (Dec 22)
- iMMAP joined as a partner (Feb 23)
- Joint WFP-UNICEF-UNHCR connectivity solutions workshop (with Ericsson Response, Government of Luxembourg, Cisco Crisis Response, MSB representatives) (March 23)
- ITU, GSMA, UNICEF, WFP presented on national emergency telecommunications preparedness at the Humanitarian Networks and Partnerships Weeks (April 23)

ETC operations worldwide

Across **10** emergency operations, the cluster connected **9.500** humanitarians and **313** organizations in 2022, achieving an **91%** overall satisfaction rate for its services.



Field highlights

- Tabletop SimEx Mongolia with UNICEF (April 22)
- Lessons Learned & tabletop SimEx in Madagascar (July 22)
- ROI piloted in Madagascar and Mongolia (Aug 22)
- ETC-ITU-GSMA Disaster Connectivity Map activated for Cyclone Fiona (Dominican Republic), Earthquakes (Turkiye/Syria), Earthquake and Cyclones Judy and Kevin (Vanuatu)
- HAM radio station in Maputo for all Mozambique (Oct 22)
- Humanitarian call centre in Madagascar (Dec 22)
- Learning center & cyber cafe in Bangassou, Central African Republic
- Sahel project – ETC Services Center in Diffa, Niger by June 23

ETC Strategic Advisory Group

ETC Plenary – Annual Review

May 9, 2023 - Copenhagen

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ETC SAG - Agenda

- Background
- Members overview
- Establishing the SAG
- Activities
- Current Priorities
- Way Forward for 2023-2024

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Background

- Transparency
- Smaller and quicker decision making group
- IASC Clusters

SAG Members

SAG Chair
Global ETC Coordinator – Brent Carbno

Cluster Lead Agency
Oscar Caleman (WFP)

UN Representative
Nizar Zeidan (UNHCR)

NGO Representative
Dagbjartur Brynjarsson (NetHope)

Private Sector
Lars Ruediger (Ericsson Response)

Government, Civil Protection
Gilles Hoffmann (emergency.lu)

Humanitarian Organization
Open *– Previously filled by FanMan Tsang – services for communities or Preparedness*

ESTABLISHING THE SAG

1 year timeline 2022-2023

Activities to-date

- SAG Terms of Reference review
  - Considerations:
    - Expectations for engagement
    - Replacement of members
    - Quorum required for decision making
    - Meeting schedule
    - Scheduled ToR review
- Partnership application
- Partnership model review
- Strategy Implementation Plan review
- ETC Plenary Planning 2023

Current Priorities

- ETC Partnership model
- Strategy Implementation Plan
- ETC role vis-à-vis security telecommunications
- Partner mobilization

Way Forward 2023-24

- Monitoring new partnership model
- Revive key working groups
- Actioning the Strategy Implementation Plan
- Focus on Services for Communities
- Plan for SAG member transition

Feedback

Strategic Advisory Group – New ETC Partnership Model

ETC Plenary – UN City, Copenhagen

May 9-10, 2023

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Current Partnership Model (Established 2017)

Built around the ETC2020 strategy implementation

Focused on service delivery – fit for purpose

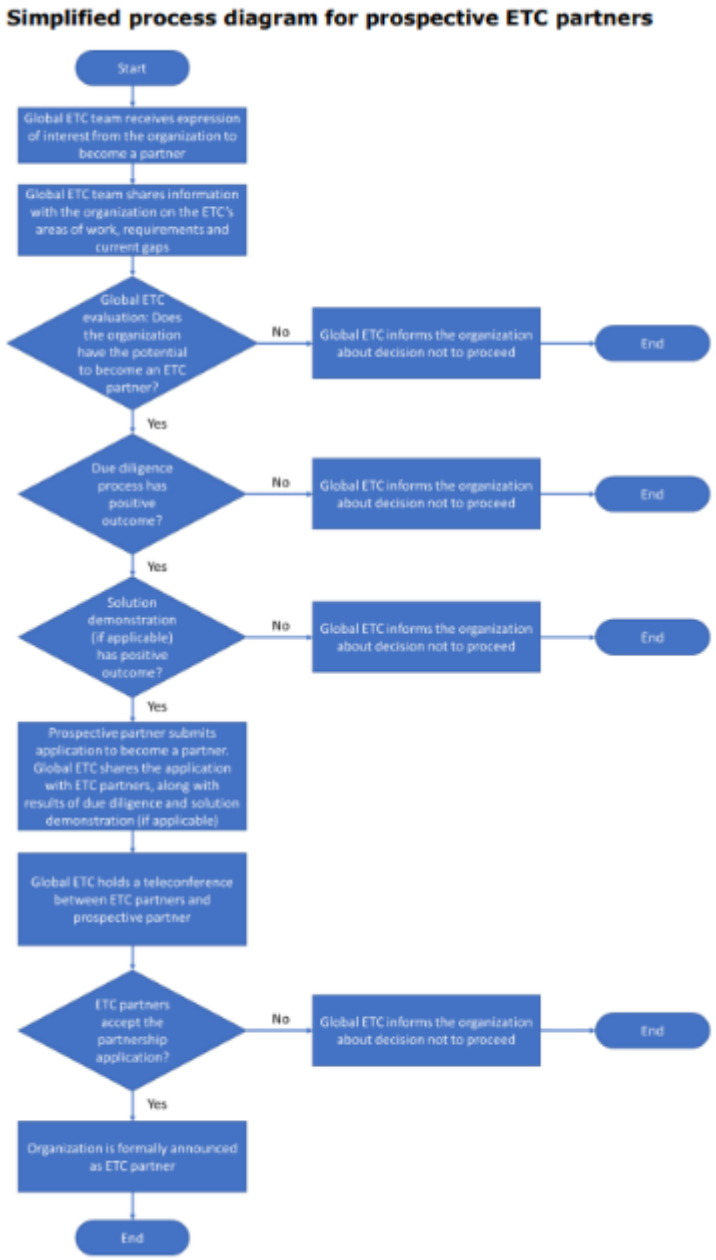
All partners “created equal”

Private sector partners that were “strictly non-commercial” on global scale

Partnerships around the “areas of work”, expansion of partnership very limited

Does not consider the role of local partners

Does not consider partner management requirements or criteria for engagement expectations



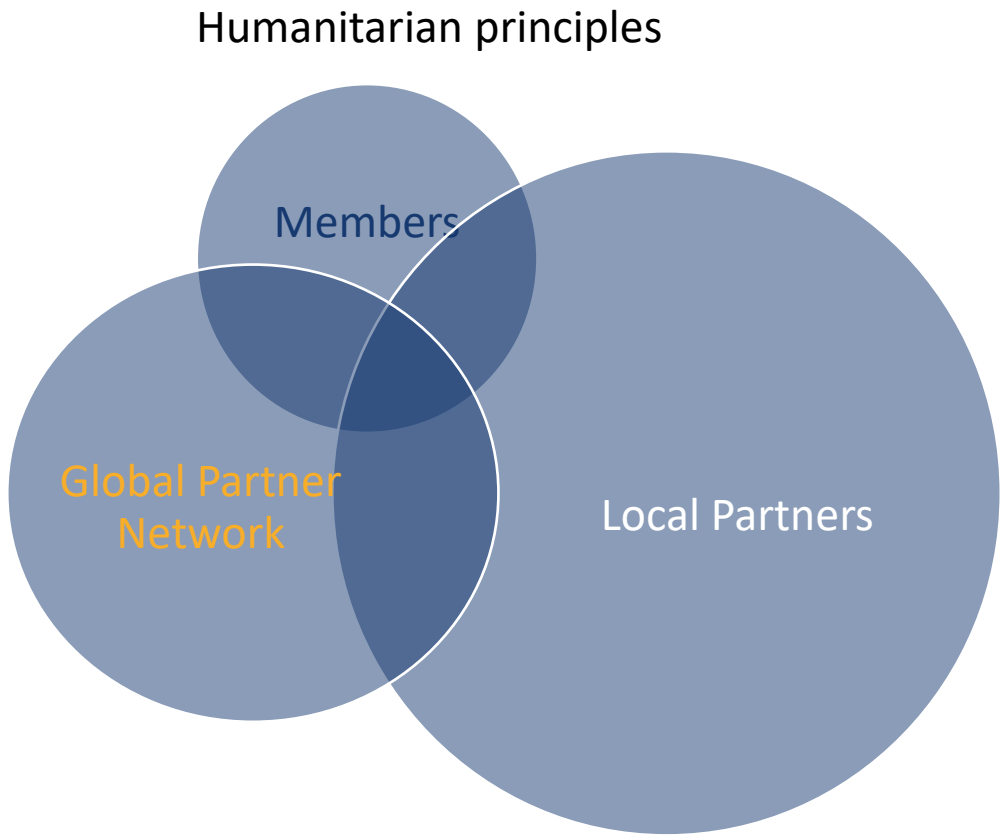
Challenges with Partnerships

New Membership and Partnership Model

Global ETC Members
- Engaged in governance, strategy, service implementation
- Working group leads
- Capacity building and training delivery
- Advocacy
- Expectations can be tailored to organizational limitations
- Full voting rights

Global ETC Partner Network
- Willingness to share information
- Limited engagement outside of emergencies
- Networking forum to share ideas, solutions, challenges, etc.
- Collaboration between different sectors

Local ETC Partners
- Country or region specific activities
- Sharing of information and collaboration
- Local context and perspectives
- Non-traditional actors to be considered



New Member and Partner Forums

- **ETC Plenary** - formal strategic discussions and guidance for members, as well as operational reviews
- **Partner day** for information sharing, networking, discussions of ongoing operations and solutions
- Webinars and other virtual events
- **Mid-year virtual plenary**, or complementary engagement for members (and SAG)
- **Advocacy across other events** in the humanitarian sector (i.e. HNPW, HCC, NetHope Summit, regional workshops, etc.)

New Membership and Partnership Model – Transition Considerations

- Current partners will be given the opportunity to choose
- Clearly outline the expectations of ETC members and partners
- Vetting process for members and partners
- How to apply for membership or partnership
- Guidance for all categories
- Member and partner review

New Membership and Partnership Model – Group Activity

- Six groups that will break out to discuss best ways to implement the new model:
  - How to measure engagement
  - How to manage expectations
  - Approval processes (vetting)
  - Define period and assessment timing (not indefinite membership/partnership)
  - Other relevant and unique considerations for each designation
  - Potential forums for engagement
  - SAG governance
  - Local considerations

- 3 topics (members, global partner network, local partners) with 2 groups working on each
- we have set the groups to ensure equal representation across the different areas

- 30 minutes group work (before lunch)
- 30 minutes presentations (after lunch)

New Membership and Partnership Model – Groups

Members

Group 1

Lars Ruediger ER
Marian Casey-Maslan CDAC
Claudiu Mateescu ICRC
Per Velandia MSB
Bhavin Patel Plan Intl
Mark Hawkins STC
Alex Thomas UNHCR
Lena Bock ETC/WFP

Group 2

Gilles Hoffmann emergency.lu
Erin Conor Cisco
Kimberly Brown GSMA
Newton Muli IOM
Lukasz Kruk REACH
Massoumeh Farman UNHCR
Marta Dabbas unicef
Dane Novarlic WFP

Global Partner Network

Group 1

Dag Brynjasson NetHope
Isaac Kwamy GSMA
Bertrand Rukundo iMAPP
Yahya Eshall IOM
Colin Rogers Plan Intl
Marc Dieng unicef
Moussa Sana WFP

Group 2

Nizar Zeidan UNHCR
Sylvain Ogier emergency.lu
Vanessa Gray ITU
Mats Ljung MSB
Sebastien Gillet TSF
Ria Sen ETC/WFP
Komi Amedjonekou ETC/WFP

Local Partners

Group 1

Oscar Caleman WFP
Rosie Jackson CDAC
Stijn Aelbers Internews
Bjorn Johansson MSB

Rami Shakra UNHCR
Phyza Jameel ETC/WFP

Group 2

Caroline Teyssier ETC/WFP
Bryce Hartley GSMA
Charles Higgins NetHope
Olivier Lacassaigne IOM
Joseph Burton US State Dept
John Warnes UNHCR
Maria Gonzalez ETC/WFP

New Membership and Partnership Model – Next Steps

- Consolidate feedback from plenary on implementation recommendations
- Formalize model into document for approval
- Allow current partners to come back on their preferred level of engagement
- Outreach to relevant actors and stakeholders to inform of new engagement model

Capacity Building

Priyajeet Arora, Project Officer, Learning & Development, ETC

9 May 2023

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Agenda of the session

- Session Introduction and update on capacity building activities led by Global ETC
- Partners updates on innovations and collaboration in capacity building
- Group discussion on challenges and opportunities
- Wrap-up and next steps

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Update from Global ETC

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MOVE

Portfolio of capacity building activities

Knowledge
- Webinars
- E-modules

Skills
- Training (Physical/virtual)
- Simulation
- On the Job

Attitude
- Simulations
- Coaching
- Shadowing

Portfolio of capacity building activities

ETC
Learning Channel

ETC Website
Capacity Building
section

ETC Course
Catalogue

ETC training
Calendar 2023

Outputs and outcomes

650 +

Learners on the ETC learning channel

30

Partner organizations

Outputs and outcomes

4 x Course

1 x Simulation

2 x Pilot delivery

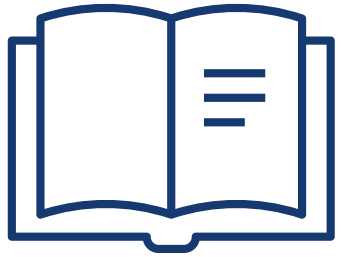
2 x Induction e-course

125 Participants

30 Partner organizations

Since the last plenary: Strengthening Foundations

Enhanced Collaboration with Partners



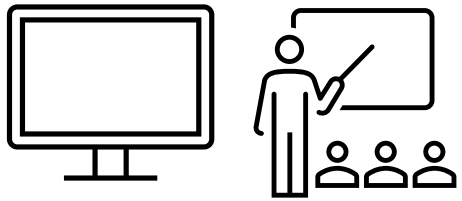
Quality Assurance Manual

Competency Framework development progress

SCS Capacity Building - Learning paths

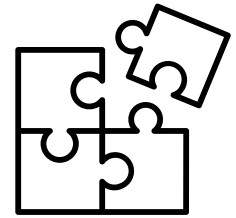
Radio-based SCS Basics	Let's Comm Course	Let's Comm Refresher	Let's Comm Training of Trainers
Let's Comm e-modules	Let's Comm e-modules	Let's Comm e-modules	Let's Comm e-modules
	Virtual classroom	Virtual classroom	ToT e-modules
	Let's Comm classroom	Exercises (remote)	Virtual classroom
			Let's Comm ToT classroom

Since the last plenary: Innovation and continuous improvement



Increased variety of learning products

Evolution of courses



Innovative and appropriate methodologies

Enhanced use of technology for management

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Update from Partners

- Dagbjartur Brynjarsson, NetHope
- Mark Hawkins, Save the Children
- Anthony Kimani, World Vision International
- Nizar Zeidan, UNHCR

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Decentralization of Capacity Building

Dagbjartur Brynjarsson, NetHope

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NetHope Trainings

- Disaster Response Trainings
  - Panama - 50, Philippines - 25, Uganda - 25 and USA - 50
  - NetHope members and partners

- Community Emergency Telecommunications Training
  - Ghana - 85, Guatemala – 82 (Nicaragua – 15), Philippines and Panama
  - Open to the wide community
  - 3-4 training cohorts
  - Train the trainer (52) – local trainers trained already
  - Local trainers provide training,
  - Local trainers have access to the training material
  - Training provided in local language (Spanish)

Localization of the training

- Challenges
  - Access to local trainers
    - Participation has varied much
  - Planning and preparations from abroad
    - You'll need local participation in planning
  - Can be expensive
- Adaptation
  - Train local trainers
  - Support them
  - Part of a bigger program
  - Having a local coordinator
  - Builds up our local roster

Disaster Respone Training for Remote Workers

Mark Hawkins, Senior Manager, Global Humanitarian Technology, Save the Children

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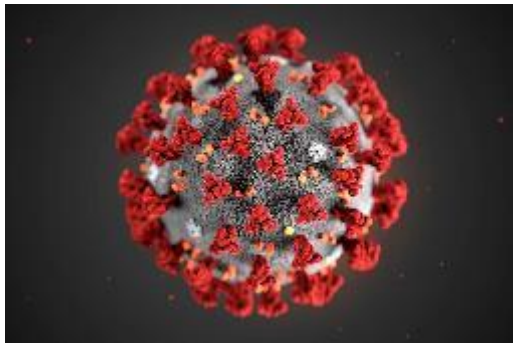
Technology Trends

- Increase in remote technical experts
- Data Protection & IT Security specialist
- ICT4D
- Mobile Money
- Cloud technologies

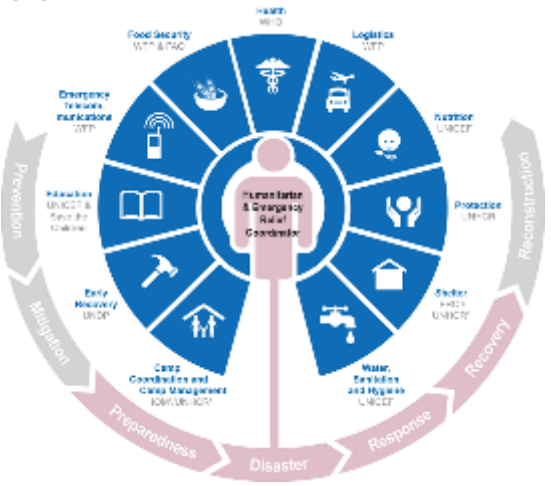
Recent history (Covid-19 & recent responses)

- Covid – 19 stopped travel and accelerated remote working practices.
- Explosion in Lebanon – Many countries still in lockdown. Remote support provided.
- Taliban took control of Afghanistan. The following emergency was supported by remote staff.
- Ukraine was another event that involved remote support. Data Protection, ICT4D, IT Security and others.



Proposed DRT Course for remote supporting staff

- Four-hour webinar format
- Types of disasters from slow onset to rapid onset
- Countries at risk
- Local disaster response preparedness
- How responses are coordinated
- Key actors on the ground
- Understanding communications challenges (lack of connectivity)
- Respecting shifting priorities and timelines
- Remote response is still a response , so do not get sidetracked by the normal day job
- Business partnering skills – Communicating to decisions makers
- What's missing?



Mentoring as an Approach to Building Capacity

Anthony Kimani, World Vision International

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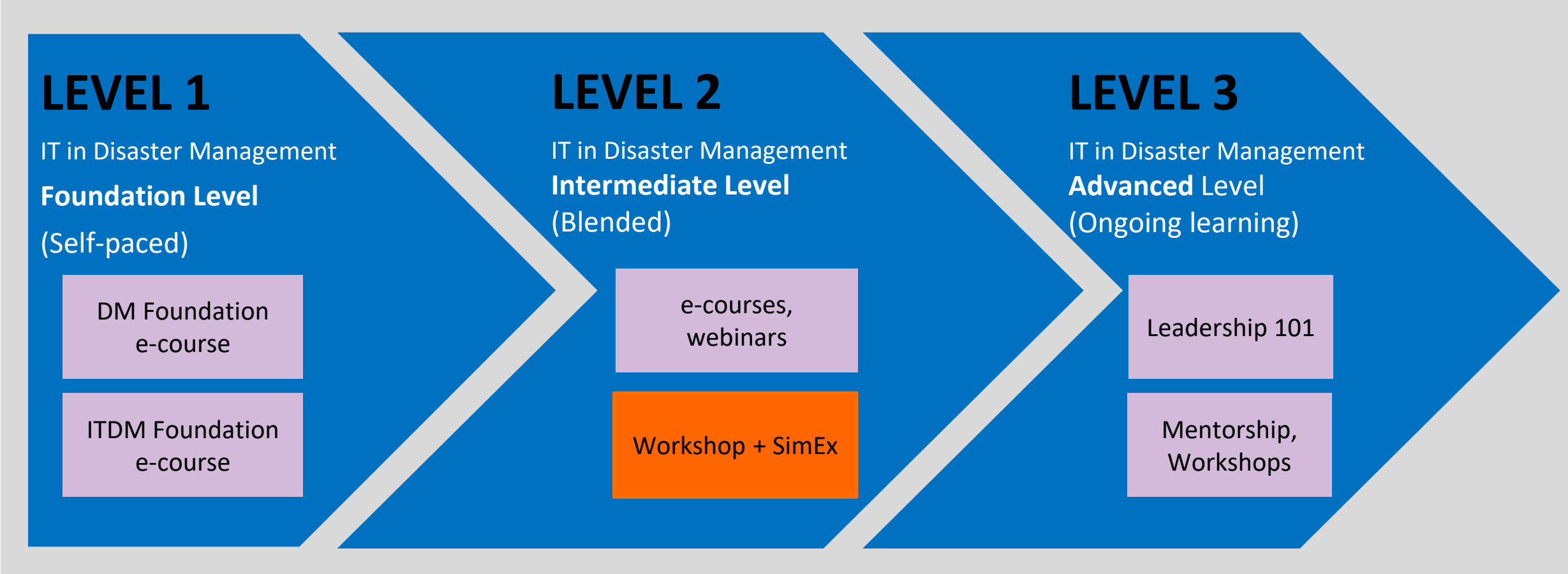
IT in Disaster Management (ITDM) Learning Curriculum at WVI



35hrs + 20 hrs

9 weeks + 1 week

Ongoing

Mentorship as part of WVI ITDM Learning Curriculum

- 2021 – Formally launched
- Provide Mentorship/Coaching to Graduates of ITDM Learning Program (Intermediate Level)
  - Driver: 70-20-10 Rule of Learning
- Time-period: 1 year
- Mentors: Internal and external, experienced in EPR
- Lessons:
  - Effective Match-making (based on mentee learning needs/plans)
  - Commitment by both parties (through an Agreement)
    - Emphasis: Mentee must initiate/own
  - Occasional Check-ins and Group Forum (with rules)
  - Use a Mentorship Framework (like GROW)

IT Emergency Management Training: Partner Collaboration

Nizar Zeidan, UNHCR

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Purpose

- Complement technical IT skills
- Predictable inclusion of IT services in emergencies
- Provides the tools and resources needed
- Empower IT colleagues to lead the local response

Core Modules

- Emergency Preparedness & Response
- Advocacy
- Stakeholder Management
- Effective Communication & Presentation

Success Factors

- Mapping of existing training curriculums & gap identification
- Leveraging training content available at ETC L&D
- Facilitation support provided by Global ETC
- Training facility provided by the Government of Luxembourg

Questions & Answers

Group Discussion on Challenges and Opportunities

- Global ETC courses: Objective and Target Audience – Surge, Local
- Global ETC courses: Objective and Target Audience – Partner Member, Wider Humanitarian Community
- Global ETC Courses: Enhancing geographical outreach

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Topics:

1. Global ETC courses: Objective and Target Audience – Surge Vs Local
2. Global ETC courses: Objective and Target Audience – Partner Prioritization
3. Global ETC Courses: Enhancing geographical outreach

Exercise:

- Discussion in breakout group *(30 mins)*
- Debrief (5 mins per group)
  - Present back to plenary a summary of your discussion

Support to ETC 2025 Strategy Implementation

ETC Strategic Pillar 1: Emergency Response

Ensure personnel, processes and technology solutions are ready to deploy and provide communication services, as well as support local response capacities to deliver coordination and operational services in humanitarian crises.

GOALS:

- ETC is positioned to coordinate and adapt to dynamic responses.
- Responders are equipped to conduct thorough emergency needs assessments to inform response actions.
- Capacity is in place to support sudden-onset and protracted crises.
- Responders are trained to provide ETC services.
- ETC resources are strategically positioned to ensure rapid response.
- ETC processes are well defined across the disaster management cycle.
- Leverage established ETC tools and partnerships to support local actors

WHY/Vision and Goal

Vision: To build ICT capacity of humanitarian responders to enable a more effective ICT emergency response (local + international)

Goals:

- To be ready for emergencies (in-country + int. surge)
- To deploy technology solutions effectively and safely
- To have common understanding and knowledge in the field
- To address capacity gaps and requirements in support of ETC field activities

WHY/Impact and Outcomes

Output: A tailored set of capacity building activities that equip ETC profiles with knowledge and skills to carry out field ETC activities to their best.

Impact/ Expected outcomes:

- Better support to field needs and addressing capacity gaps (we are not training provider but build capacity in priority areas)
- Increase outreach and inclusiveness (more people trained/aware/ready)
- Cost-efficient capacity building in the Field
- Return of Investment (to be explored)

Selection Process and Challenges

Selection Challenges

- Tight competition: Number of applications greater than space available
- Limited resources: Demand exceeds what we can provide with existing resources
- Managing partner expectations
- Expansion of ETC services > development of new trainings and redesign of existing exercises

Target Audience

Humanitarian organizations - International NGOs, UN Agencies (Partners and non-partners), Governments

Support to ETC 2025 Strategy Implementation: Localization

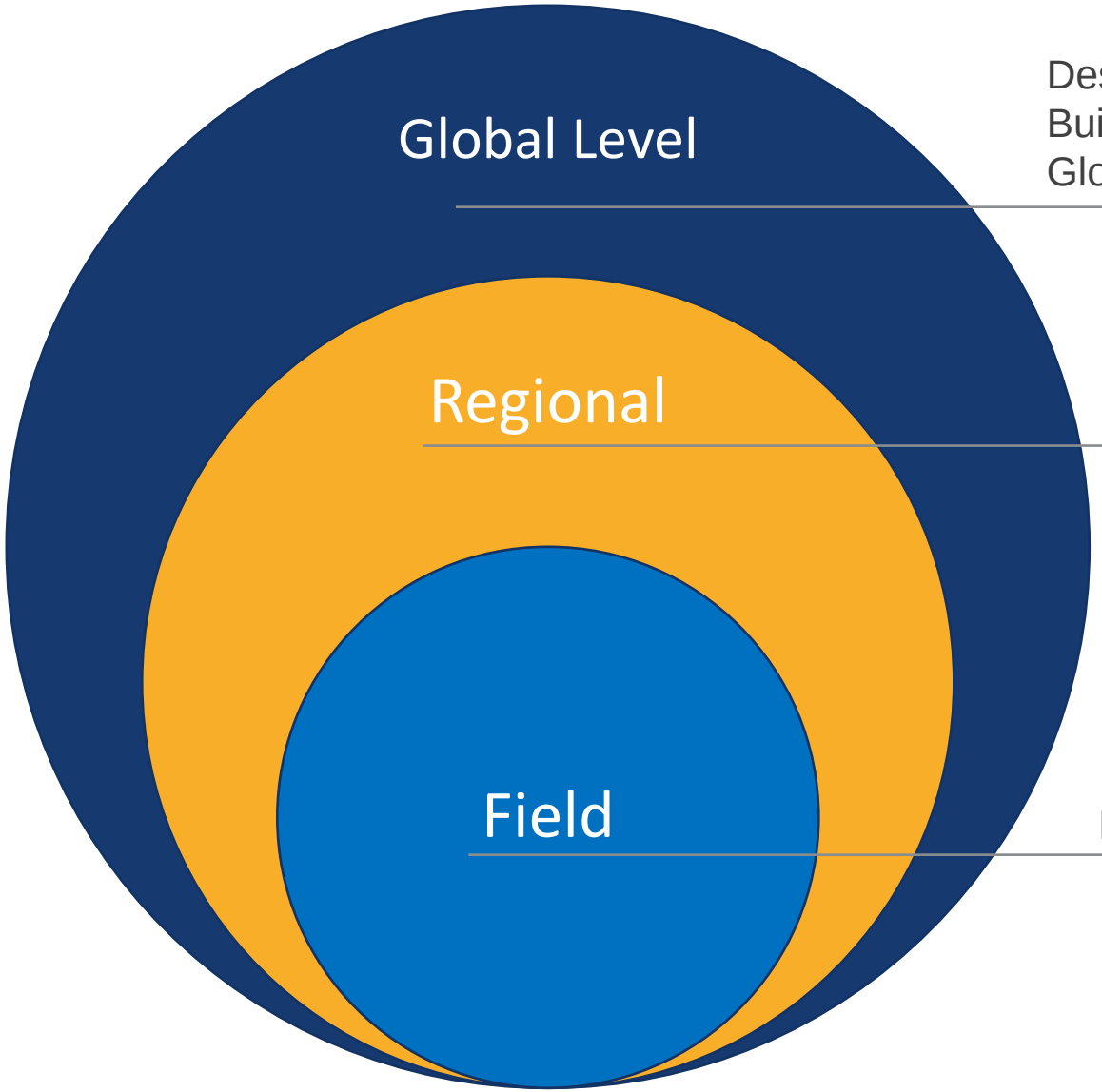
ETC Strategic Pillar 2: Regional and Country Preparedness

Improve the resilience of regional, national, and community actors based on best practice, and mainstreaming the preparedness mindset

GOALS:

- Build capacity and develop the skill base of stakeholders through training, knowledge exchange, including access to remote learning opportunities.
- Enable coordination between governments, humanitarians, and the private sector by supporting development of joint preparedness plans prior to a disaster including the ability to call upon Global ETC capacity to augment local response capacity if needed.
- Support localized response by strengthening the capacity of telecommunication regulators, line ministries, NDMOs, and regional institutions.
- Support access to early warning systems for communities and national governments.

Enhancing outreach: Regional Penetration



Design / Author standard training packages
Build Training-of Trainers capacity (Partners)
Global-level trainings / simulations

Regional-level trainings / simulations
Build Training-of Trainers capacity

Current gap

Field-level trainings / simulations

Current ad-hoc basis

Group discussion

Debrief

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

Wrap-up and next steps

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

Selection Committee review

Characteristics:

- be neutral and represent the ETC;
- have a strong understanding of the ETC mandate and principles; and
- take decision base on the selection principles and training-specifics

Composition (last reviewed April 2019)

- It was agreed to keep the selection committee composition with 1 representative of each of the following type or organization: NGO, UN agency and service provider.
- The group agreed to keep the current selection committee as is

Next steps

Global ETC to:

- Share proposed model for selection prioritization for endorsement
- Invite volunteers to join selection committee

Capacity Building working group to:

- Take forward the outputs from the discussion on de-centralization and work towards an implementation plan

Thank you!

ETC Capacity Building team

www.ETCluster.org

etc.training@wfp.org

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

Wrap up Day 1

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

Opening & Welcome

DAY 2

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Emergency Preparedness

ETC Global Preparedness Team

May 2023

EMERGENCY TELECOMMUNICATIONS CLUSTER

Agenda of the session

1. YEAR-IN-REVIEW HIGHLIGHTS – 15 MINS
2. PARTNER SPEAK SEGMENT – 30 MINS
3. VOICES FROM THE FIELD – 15 MINS
4. GROUP ACTIVITY

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Preparedness at a glance: footprint in 2023

YEAR-IN-REVIEW: GLOBAL ETC HIGHLIGHTS

Return of Investment on emergency preparedness released in 2022, and piloted for 2 real-life cases – Madagascar and Mozambique.

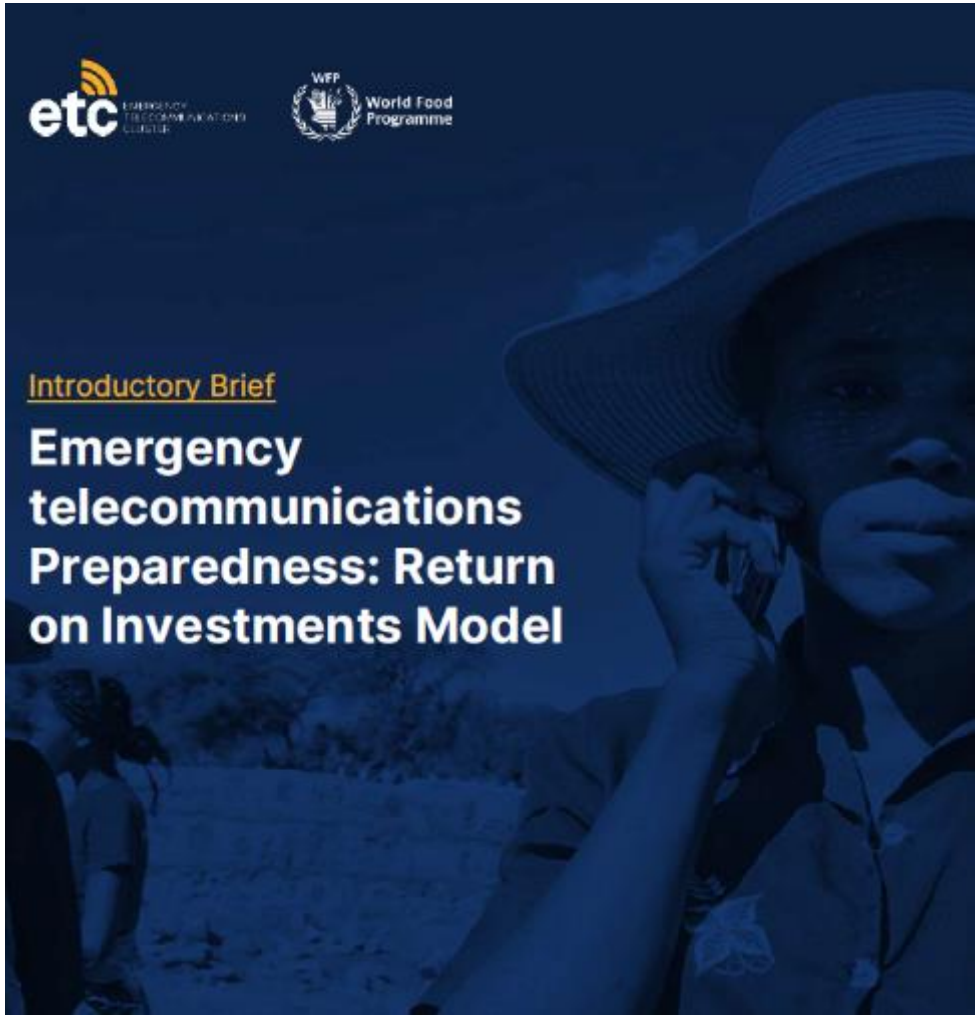
Country prioritization methodology released and run for countries in 2023.

Latin America and Caribbean regional engagement began, scoping conducted. (Jan 2023)

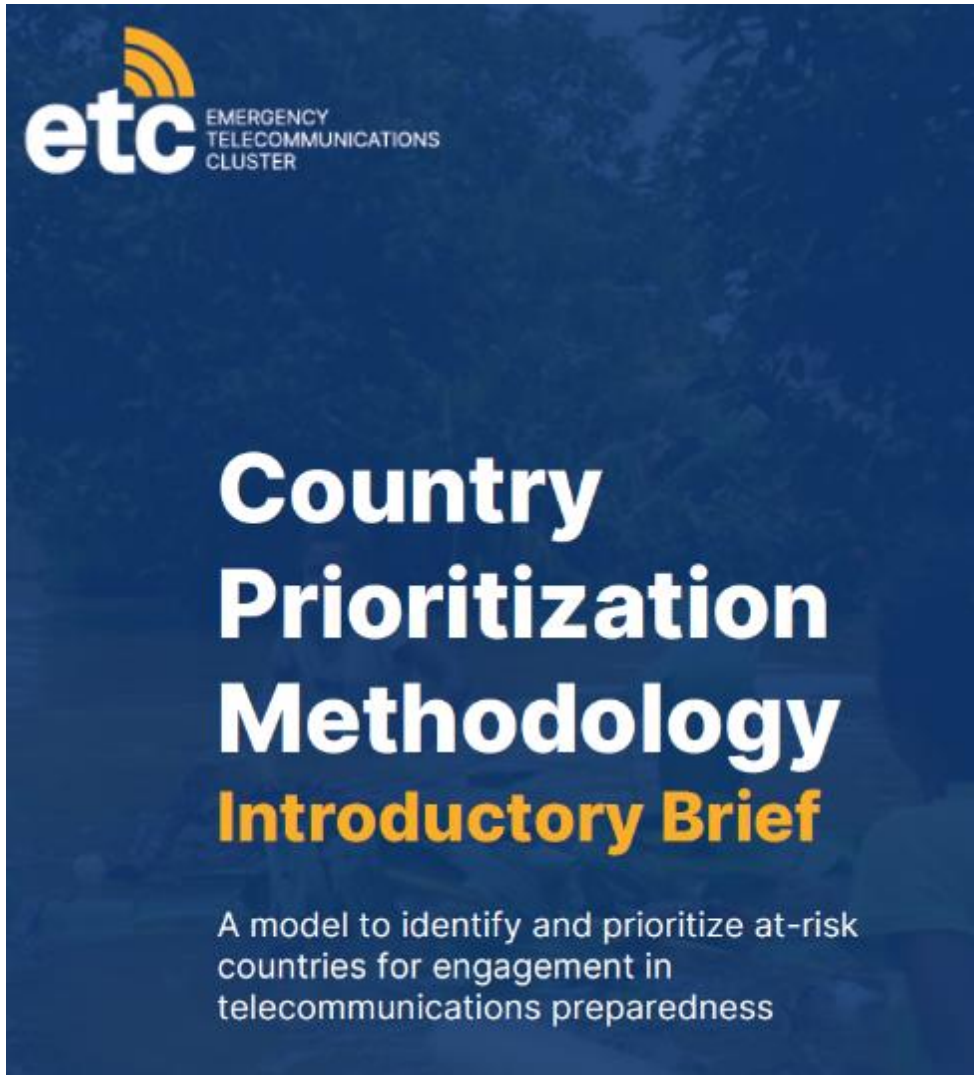
National Focal Points Meeting run in Dubai in May 2022.

National Focal Points Meeting

ROI


etc
WFP
World Food Programme
Introductory Brief
Emergency telecommunications Preparedness: Return on Investments Model

Country Prioritization



Regional Engagement (Latin America, Carribean)

PARTNER-SPEAKS

- ITU
- NetHope
- UNICEF
- TSF

Mongolia national SIMEX

Resources jointly developed with ITU

Emergency Telecommunications Preparedness

ETC Plenary, 10 May 2023

Copenhagen, Denmark

Vanessa Gray

Head, Environment and Emergency Telecommunications Division, BDT

International Telecommunication Union

etc
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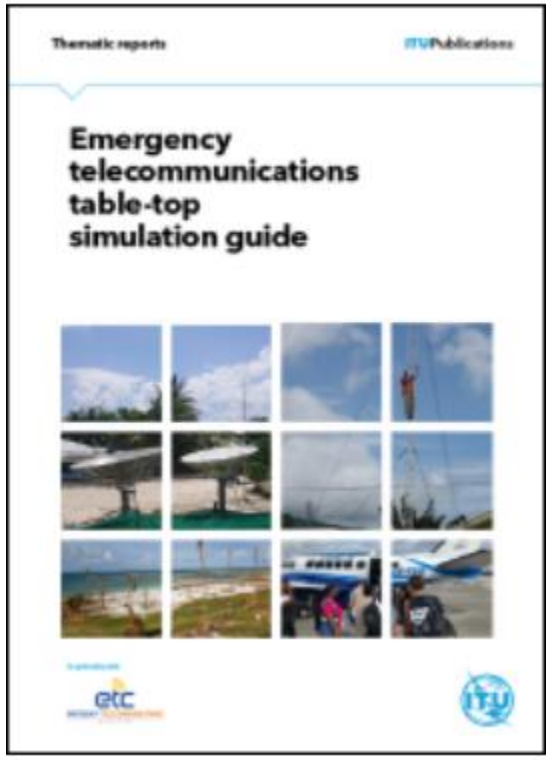
Other: Under discussion - TTX & capacity building

- Trainings on Table-Top Simulations
- Capacity development project in the Caribbean



NetHope Disaster Preparedness Program

Ghana, Bangladesh, Guatemala, Philippines, and Panama

Main objectives

- Prepositioning of equipment
  - Globally, Regionally, and Locally
- ET Training
  - 300+ persons
  - 90+ trainers trained
  - 3-day technical hands-on training
  - In local languages
- ET Forum
  - One day
  - Participants from Public-, Private, and humanitarian sectors
- ET Working Group
  - Collaboration platforms for both business as usual and disasters
- NetHope Disaster Response Plan
  - Pre-plan on NetHope deployment to the country
  - Who are the “main players”
  - Building networks of organizations
  - Documenting a way forward in a response

VOICES FROM THE FIELD

- Mahmoud Cherif, Head of IT, WFP Madagascar
- Gabriela Alvarado, Country Director, WFP Dominican Republic

ICT WG in Santo Domingo

ICT WG in Madagascar

etc
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Instructions:

- In your group discuss and answer the question you are assigned to (20 minutes)
- 5 different questions in total
- Note major outcomes on flipchart and identify how they relate to the strategy goals (see below)
- Report back to the audience (1 minute per group) ---> Be clear, concise, specific
- Answers will be collected and formulated as ways forward

PILLAR	GOALS
Regional and Country Preparedness	Build capacity and develop the skill base of stakeholders through training and knowledge exchange, including access to remote learning opportunities.
	Enable coordination between governments, humanitarians, and the private sector by supporting development of joint preparedness plans prior to a disaster including the ability to call upon global ETC capacity to augment local response capacity if needed.
	Support localised response by strengthening the capacity of telecommunication regulators, line ministries, NDMOs and regional institutions.
	Support access to early warning systems for communities and national governments.

ETC SUPPORT TO SECURITY COMMUNICATIONS IN EMERGENCY PREPAREDNESS AND RESPONSE

May 2023

EMERGENCY TELECOMMUNICATIONS CLUSTER

Agenda of the session

- ETC Support to SCS in Emergency
- SCS for National and Local Authorities
- Case Study: Ukraine

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

{TESS+} SCS Introduction

ETC Plenary

10 May 2023

V0.1

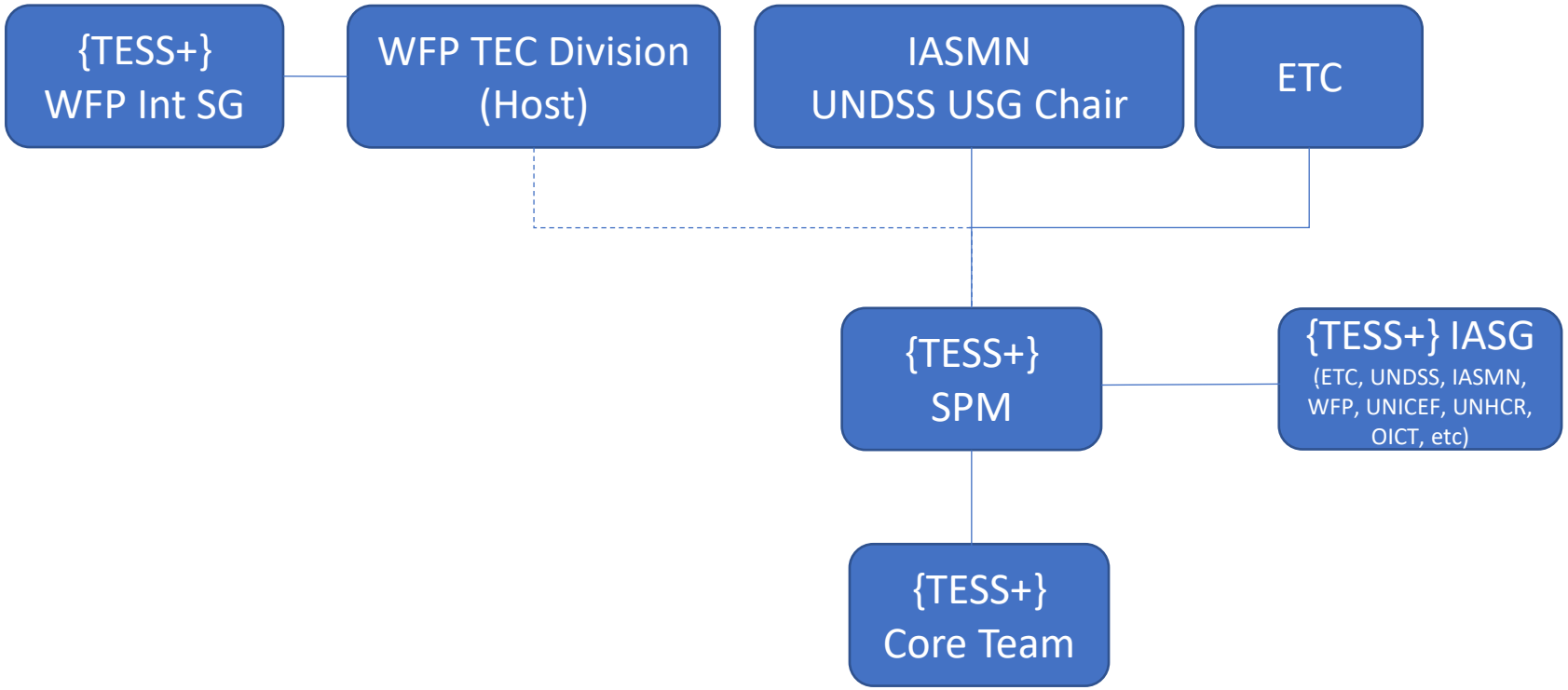
Read more about {TESS+}: www.wfp.org/telecommunications-security-standards
Email: TESS@wfp.org

Objectives

- UNSMS Security Communications System and support structure
- Technology
- Resources

{TESS+}

{TESS+} – governance



SCS support structure

Decision making

DO and SMT

Designated Official is ultimately accountable for UNSMS personnel's safety and security

Local operational guidance and support

Security Community

ICT WG

Advisors to the decision makers

Operational support

ETC

Normative guidance and support

IASMN

{TESS+}

{TESS+}

Resources

{TESS+} Public Library (Everybody)

- SMOM
- {TESS+} webinars
- {TESS+} VHF/UHF training package

{TESS+} Restricted Library (UN personnel only)

- Mission reports
- SCS Scorecard updates

ETC Support to SCS in Emergency

During an emergency when the ETC is activated, ETC provides;

- Common security communications to humanitarian responders in identified locations in line with local security requirements as defined by UNDSS.
- Support in establishing or upgrading existing VHF/UHF private networks, long-range communication systems and Security Operations Centres.
- ETC provides user equipment configuration and user training.

However, ETC is not responsible for the provision of end-user equipment or the policies and procedures of the Security Operations Centre, or other security staff that work with the SCS.

ETC Support to SCS in Emergency

Scenario A: Full reliance on public mobile phone networks for the security communications system.

- The SCS will use these networks as the primary means of communication, with a possible fall back to satellite communications or radio network. ETC would then support both the fallback radio network and satellite communications in this scenario.

Scenario B: Mobile phone networks are available but prone to downtime.

- The SCS will use the public mobile networks for “business as usual operations” and set up/support a fall-back system in case of failure of the public networks. ETC will support both the fallback radio network and satellite communications in this scenario.

Scenario C: Reliable public mobile networks are not available in the operational area

- In this scenario, the primary means of communication will be a VHF/UHF radio network with a backup satellite-based communications system. The ETC will support both the radio network and satellite communication in this scenario.

SCS for National and Local Authorities

ETC also provides support for emergency preparedness and response through:

- Technical assistance for national and local authorities, especially in countries prone to natural disasters.
- The provision of staff to assist with the design and deployment of technical infrastructure
- Supporting the building of technical infrastructure managed by the National Disaster Management Agency (NDMA) for the purpose of augmenting its capacity to respond to sudden emergencies.

Case Study: Ukraine

In 2022, ETC supported the SCS in Ukraine with the following key results:

- Remote SOC has been established in Mukachevo.
- VHF license from the Ukrainian government was received for VHF deployment in Five locations – Kyiv, Lviv, Odesa, Dnipro, and Mukachevo.
- A standalone VHF network has been established in Dnipro, Kyiv and Odesa.
- In December 2022, a total number of 164 UN personnel were trained to boost technical skills on security communications systems.

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Empowering Communities

Rosie Jackson, Director of Policy & Programmes, CDAC Network

Stijn Aelbers, Humanitarian Advisor, Internews

Lukazs Kruk, Assessment Specialist, REACH

John Warnes, Innovation Officer, UNHCR

Maria Gonzales Garcia, Global ETC Services for communities, Consultant, WFP

Phyza Jameel, Global ETC Programme Advisor, WF

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Empowered Communities

ETC Partners and Global Services For Communities Team

May 2023

EMERGENCY TELECOMMUNICATIONS CLUSTER

Agenda of the session

1. YEAR-IN-REVIEW HIGHLIGHTS – 5 MIN
2. ETC UPDATES - 10 MIN
3. PARTNER UPDATE SEGMENT – 35 MINS
4. CONNECTIVITY AS AID (VALENCIA WORKSHOP) – 5 MIN
5. WRAP UP – 5 MIN

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

Services for communities at a glance: footprint in 2023)

UKRAINE, TURKEY, MADAGASCAR, CENTRAL AFRICAN REPUBLIC, SAHEL (NIGER, BUKINA FASO, MALI), PANAMA

ETC UPDATES

- UKRAINE
  - ETC Chatbot deployed to provide life-saving information to the population affected by Ukraine crisis. Collaboration success between different clusters, UN agencies at regional and country level.
  - Plan language training delivered to CwC (Communicating with Communities) stakeholders in country
  - Central call centre and feedback mechanism for local authorities (ongoing)

etc
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ETC UPDATES

- MADACASCAR

Inter-agency CFM developed with the collaboration of BNGRC(Bureau National de Gestion des Risques et des Catastrophes), providing a single feedback mechanism for UN agencies and NGOs

ETC UPDATES

- TURKEY

Charging stations installed in temporary settlements in Hatay

- CAR
  - Learning centre and Cyber-café opened in Bangassou
  - Inter-agency CFM moved from initial pilot location (Bria) to 4 new sites

Video from Bangassou Learning Centre

ETC UPDATES

- SAHEL PROJECT

Niger: Community centre to be officially opened by early July 2023

Burkina Faso: Assessment done, site already selected, ongoing evaluation for implementing partner and equipment to be used, procurement already started

Mali: Needs assessment to be started during the following weeks

ETC UPDATES

- PANAMA (DARIAN GAP)

ETC deployed a staff for scoping the needs, and understanding connectivity needs among the people who cross the river.

YEAR-IN-REVIEW: CDAC

CDAC NETWORK
communicating with disaster affected communities

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YEAR-IN-REVIEW: CDAC

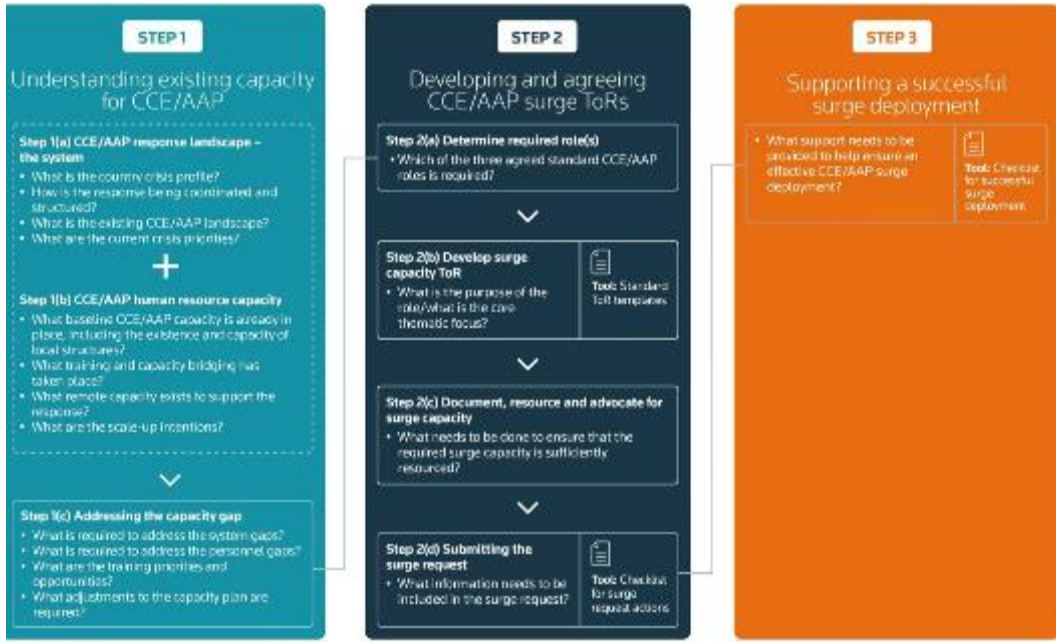
CDAC NETWORK
communicating with disaster affected communities

Supporting effective CCEA response:

a) Information management for CCE/AAP

b) Surge capacity decision making

c) P4 and P5 coordinator training for CCE/AAP



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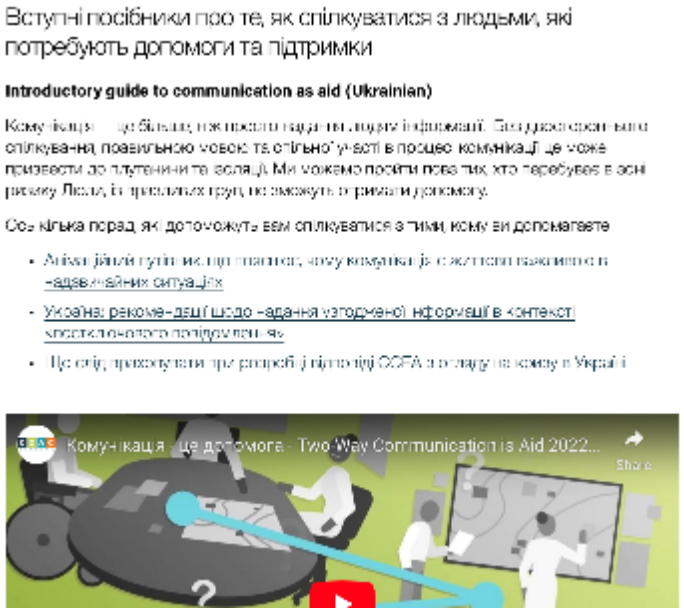
YEAR-IN-REVIEW: CDAC

CDAC NETWORK
communicating with disaster affected communities


Вступні посібники про те, як спілкуватися з людьми, які потребують допомоги та підтримки

Introductory guide to communication as aid (Ukrainian)

Комунікація — це більше, ніж просто надання людям інформації. Без двостороннього спілкування, правильною мовою та спільної участі в процесі комунікації це може призвести до плутанини та ізоляції. Ми можемо прийти повз тих, хто перебуває в зоні ризику. Люди, із прихильних груп, не зможуть отримати допомогу.

Ось кілька порад, які допоможуть вам спілкуватися з тими, кому ви допомагаєте

- Аніматійний путівник, що пояснює, чому комунікація є життєво важливою в надзвичайних ситуаціях
- Україна: рекомендації щодо надання узгодженої інформації в контексті [illegible]
- Що слід прахочувати при розробці відповіді CCEA з огляду на кризу в Україні

CDAC in country:

- Collective planning and solution finding
- Coherence building
- Inclusion

Collective influence

- Commisaid *and* info is a right
- Embedding CCEA analysis in cross sector programme design

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PARTNER UPDATE INTERNEWS

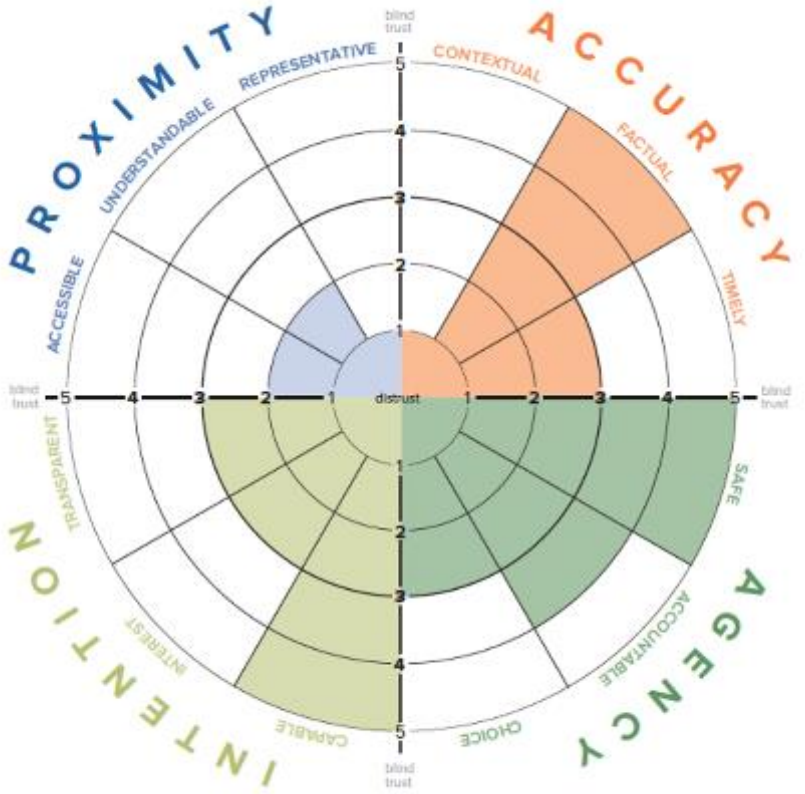
Rooted in Trust
COVID-19 Misinformation in 13 countries
Using Talkwalker, Crowdtangle, R Language & Humanitarian Information
Dashboard with support of BHA & CISCO

Community Voices for Better Protection
Information-related Risks & harm – in collaboration with Global Protecti
Cluster

Information Ecosystem Events & Trends
Mapping & Monitoring – collaboration with ACAPS

Necessary Risk – Threats in Digital Communication for Ukrainian Refug in Romania and Moldova
in collaboration with GSMA

Information Ecosystem Assessment among Ukrainian Refugees in Moldova in collaboration with UNHCR
& **Measuring Trust Framework** →



PARTNER UPDATE INTERNEWS

Digital Strategy

Vision

Communities have the digital skills, knowledge, agency, and tools to safely engage in today's digital world to access inclusive services, to achieve greater self-reliance, protection, and to have a voice in the decisions that affect their lives.

Goal

UNHCR will transform the way it works, innovating digitally to create efficiencies, improve knowledge-sharing and collaboration, mobilize resources and increase our impact.

Digital Protection

Communities can exercise their human rights online and are protected from digital risk, enabling them to have access to trusted channels, avoid harm and have agency in decision-making

Digital Services

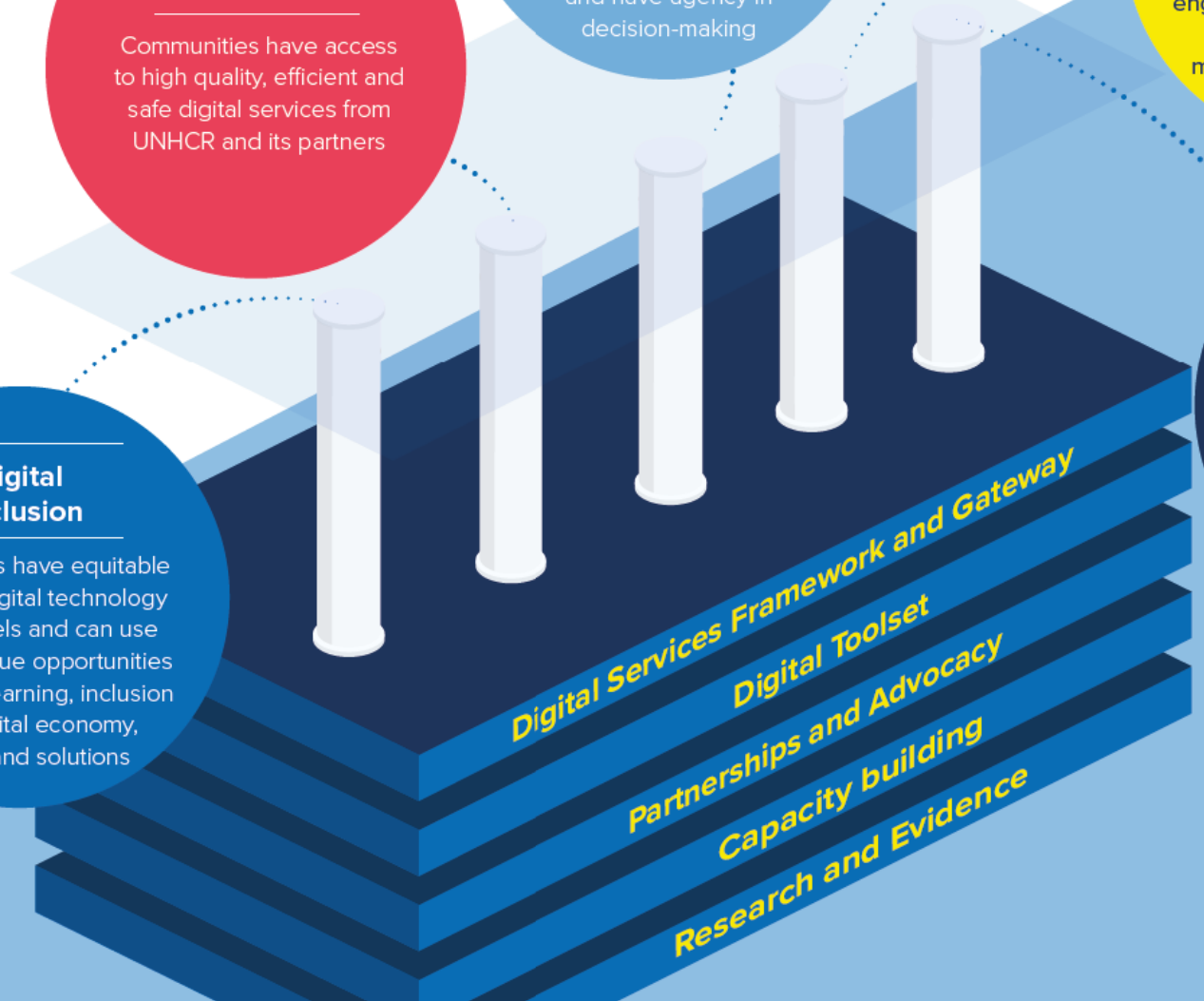
Communities have access to high quality, efficient and safe digital services from UNHCR and its partners

Digital Engagement

UNHCR delivers impact-led digital engagement strategies that increase audience engagement with our work and strengthen resource mobilization, protection and solutions;

Digital Inclusion

Communities have equitable access to digital technology and channels and can use them to pursue opportunities for lifelong learning, inclusion in the digital economy, leisure, and solutions



Working Digitally

UNHCR utilizes innovative digital solutions tools and builds the skills necessary to transform delivery, collaboration knowledge-sharing in order to work more efficiently and effectively.

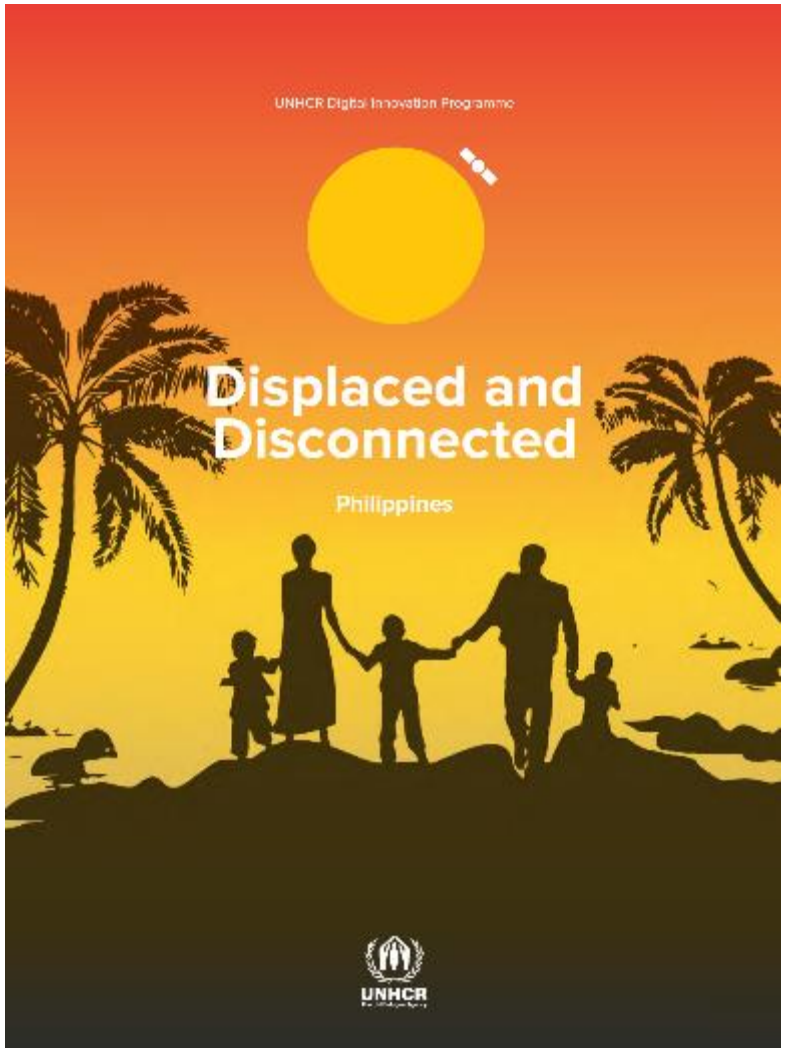
Principles

AAP
Ethics Rights and Protection
Accessibility
Digital Efficiency
Environmental sustainability
Content Preservation

UNHCR Connectivity for Refugees Update

- Colombia - Community models for connecting communities
- Digital Leisure Divide / Videogames
- Displaced and Disconnected - Updates

- Up next: Darien



Partner update: REACH

REACH An Initiative of IMPACT Initiatives, ACTED & UNOSAT

- Ongoing engagement at the global level
  - REACH's ETC work now added to our Accountability & Inclusion Unit
  - ETC activations tending to fall in places where REACH does not have operational presence
- Release of the CoNUA (Connectivity Needs & Usage Assessment) Toolkit version 1.0
  - GSMA introduction of the Toolkit
  - A cluster-endorsed, modular data collection toolkit that focuses on mobile phones but includes linkages and references to other channels
  - Available in 5 languages, tested in multiple deployments, open for anyone to use, GSMA and REACH offer support for deployments
  - Now easier to use and deploy – you can try it out yourself (demo coming up in the next session) :

gsma.com/conua

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CoNUA Toolkit demo

REACH An Initiative of IMPACT Initiatives, ACTED & UNOSAT

1. Download the 'KoboCollect' Android app from the Play Store

2. Configure the app's server settings

- URL: https://kc.kobotoolbox.org
- User: etcplenary
- Password: etcplenary1

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

Connectivity for Aid

- Workshop in Valencia (Hosted by UNICEF) attended by E.Lu, ER, CISCO, MSB, UNHCR.
  Define user and priorities use cases (out of 7 use cases).
- Protracted crises and sudden onset emergencies. Defined user persona.

Connectivity for Aid

Use case reference	Description
Use case 1 Nowhere man (women)	A group of users with basic literacy located in a remote area without electricity (anywhere in the world) and where there is no public telecommunications infrastructure to access voice or data connectivity services. The users have scarce access to voice services with low affordability.
Use case 2 No Promises	Users with limited digital literacy, are located in a larger geographical area (e.g. a city or town), where there are scarce and unaffordable telecommunications infrastructure available. Number of users between 50 up to hundreds.
Use case 3 The Flux	A large group of people (IDPs, refugees) who had been earlier using smart phones, are moving into an area (e.g., border areas, new territory) where there is no public infrastructure resulting in no availability of electricity, voice, or mobile data services.
Use case 4 Stateless	A large group of users (IDPs, refugees) who are normally users of technology services have moved into a geographical area, where voice and connectivity are available but either unaffordable, or they are legally not allowed to access or buy telecommunications services (voice/data) likely due to local regulations.
Use case 5 Slow Brew	Literate users with limited affordability that have access to communication devices, live in a well-defined geographical area (e.g., a refugee or resettlement camp), for a longer period of time. For planning purposes assume at least 1 square kilometer camp size.
Use case 6 Campers	Users are located for a limited period, in a larger geographical area (e.g., a city or town), where there is no or intermittent availability of public telecommunications services (i.e.. voice and data). Electricity may be scarce or unaffordable. Number of users between 100 up to thousands.
Use case 7 Fast Movers	In the context of a rapid deployment operation where information needs to be delivered within a very short lead time. Typical context will be: 1) sudden onset disaster (eg. earthquake, cyclone, flood) where end-users surge into a geographical area, or 2) temporary camp for a displaced population. Number of users between 50 up to hundreds.

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Connectivity for Aid

Use Case 1	Use Case 2
A large group of people community members who had been earlier using smart phones, are moving into an area (e.g., border areas, new territory) where there is only some public infrastructure with grid electricity available but no cellular services with communities seeking information about where they are, and further steps in a journey.	Literate users with limited affordability that have access to communication devices, live in a well-defined geographical area for a longer period of time. For planning purposes assume at least 1 square kilometer coverage area (at a minimum) Communities will have emergency needs that also cover key services such as health, protection and education needs..
People on the Move	Refugee Camp or Settlement

Connectivity for Aid

Key takeaways:

- Framework and standards for providing connectivity
- When, and when not to provide connectivity?
- What do we do with the coordination in this space? Especially when regional.

- Meanwhile: Deployment and challenges to be first on the ground, can be resolved in a separate WG.

Technology in emergencies

Marketplace:

- Ericsson Response / emergency.lu – ETC data response solution
- iMMAP – services and chatbot in Columbia
- GSMA – HCC
- ITU – DCM
- REACH – ConUA / MIRa

etc EMERGENCY TELECOMMUNICATIONS CLUSTER

GSMA – Humanitarian Connectivity Charter (HCC)

162 mobile network operator (MNO) signatories, operating in **113** countries

Coordination

To enhance coordination within and among Mobile Network Operators before, during and after a disaster

Scale

To scale and standardise preparedness and response activities across the industry to enable a more predictable response

Partnerships

To strengthen partnerships between the Mobile Industry, Government, and the Humanitarian Sector

The ultimate aim of the Charter is to strengthen access to communication and information for those affected by crisis in order to reduce the loss of life and positively contribute to humanitarian response

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GSMA

HCC - Way forward

Ongoing

- Haiti
  - Early warning system creation
  - Natural and man-made hazards
- Nigeria
  - Disaster recovery plans
  - Capacity building

Upcoming

- Philippines
  - Early warning messaging
  - Peer-to-peer learning
- Caribbean
  - Regional convening
  - Tabletop simulation

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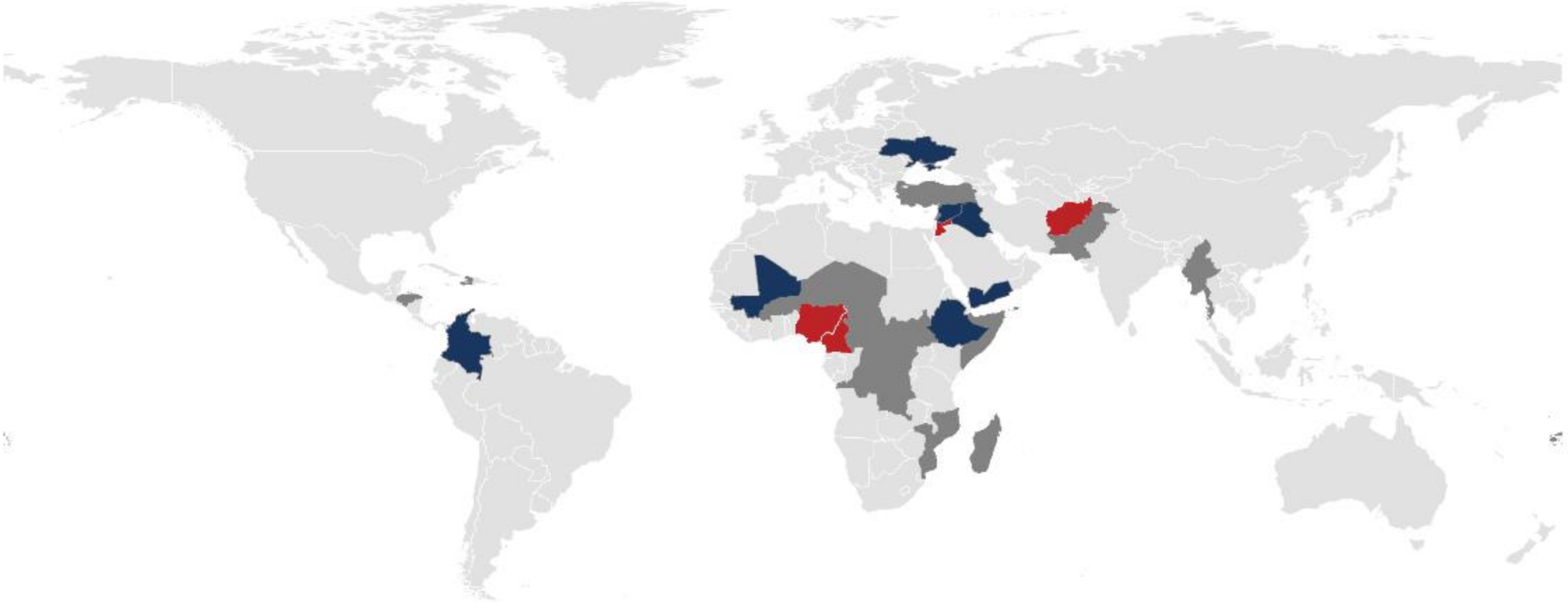
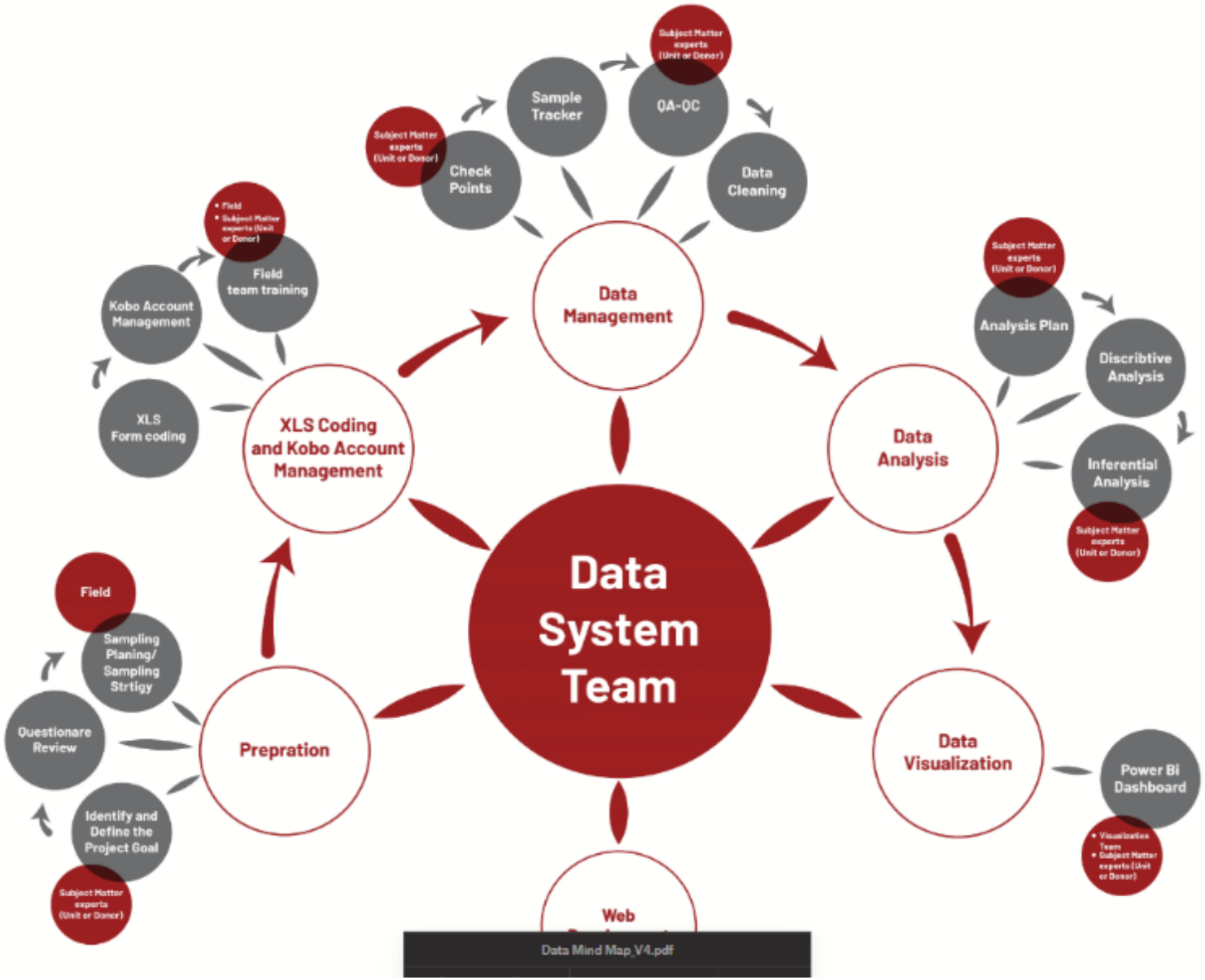
ETC Annual Meeting

Copenhagen 8-9 May 2023

Better Data
Better Decisions
Better Outcomes

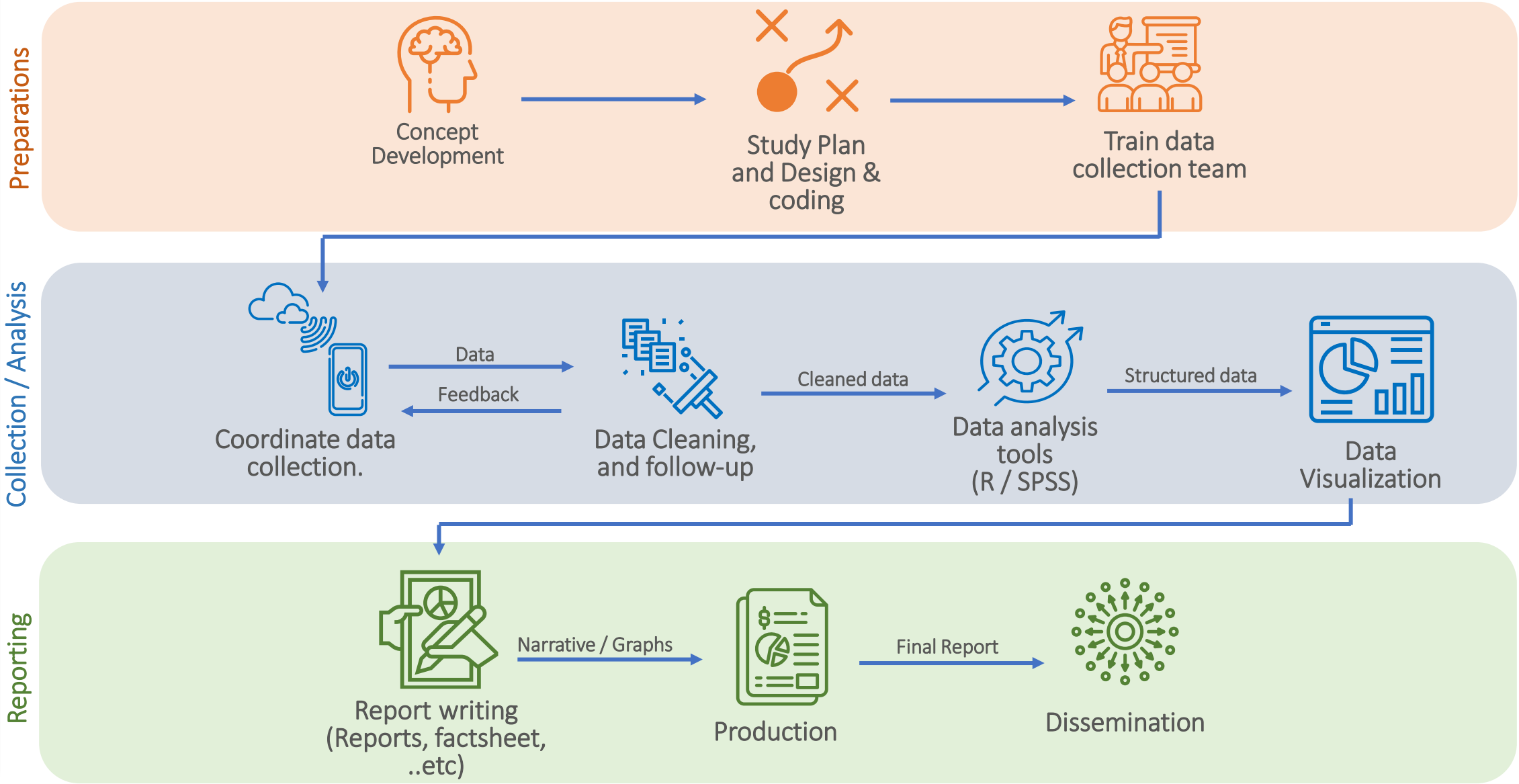
iMMAP Presence




Data System Team
Data Management
Sample Tracker
QA-QC
Data Cleaning
Check Points
Subject Matter experts (Unit or Donor)
Subject Matter experts (Unit or Donor)
XLS Coding and Kobo Account Management
Kobo Account Management
Field team training
XLS Form coding
Field
Subject Matter experts (Unit or Donor)
Data Analysis
Analysis Plan
Discribtive Analysis
Inferential Analysis
Subject Matter experts (Unit or Donor)
Subject Matter experts (Unit or Donor)
Prepration
Field
Sampling Planing/ Sampling Strtigy
Questionare Review
Identify and Define the Project Goal
Subject Matter experts (Unit or Donor)
Data Visualization
Power Bi Dashboard
Visualization Team
Subject Matter experts (Unit or Donor)
Web
Data Mind Map_V4.pdf

NEEDS ASSESSMENT
& ANALYSIS
STRATEGIC
PLANNING
RESOURCE
MOBILIZATION
IMPLEMENTATION
& MONITORING
OPERATIONAL PEER
REVIEW & EVALUATION
PREPAREDNESS
PREPAREDNESS
PREPAREDNESS
PREPAREDNESS
COORDINATION
INFORMATION
MANAGEMENT

Products Development Pipeline



iMMAP Global Surge Support April 2023

81 Personnel currently deployed in April 2023

328 Months of support in 2023

International 67 | Nat. 14

Supported Sectors by programme #personnel

Sector	#personnel
Health	23
Food Security	11
Coordination	9
GbV AoR	6
WASH	6
Child Protection AoR	5
Protection	4
CCCM	3
Not Cluster	3
Nutrition	3
ES/NFI	2
Cash WG	2
Logistics	2
Education	1
ETC	1

- BHA
- WHO APW[1]
- LTA/RLA[1]
- ACF[1]/FST[2]

Gender disaggregation

83% 17%

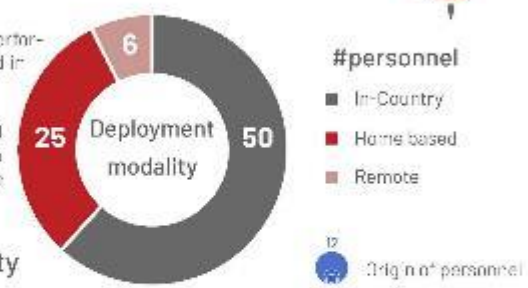
23 Countries covered

6 Global Clusters supported

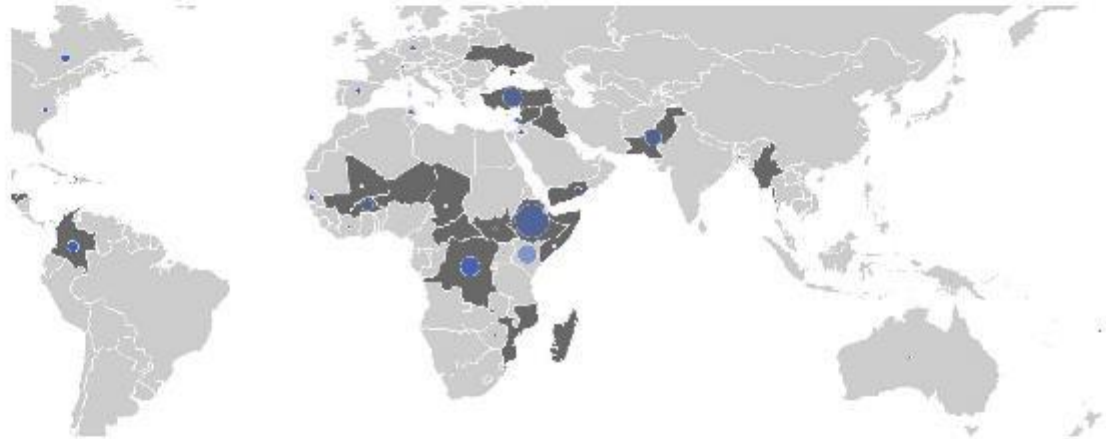
Better Data Better Decisions **Better Outcomes**

A home-based deployment modality, indicates that it is a surge role performing his/her duties from the candidate's home location as formulated in the Initial Surge request from the partner organization.

A remote deployment modality, indicates that due to operational and context related challenges, the consultant, is no longer able to perform the duties in-country and is performing his/her duties from a remote location as agreed with the hosting agency.



Countries supported with iMMAP Surge capacity



In-Country 50

Ethiopia, Ukraine, Turkiye, CAR, Somalia, DRC, Lebanon, Honduras, South Sudan, Mozambique, Haiti, Yemen, Mali, Chad, Burkina Faso, Colombia, Madagascar, Niger, Fiji, Pakistan

Home based 25

Global Health Cluster, Ukraine, Myanmar, Global Protection Cluster, Global WASH Cluster, Somalia, Global Logistics Cluster, Global Child Protection AoR, Global FsC Cluster, Haiti

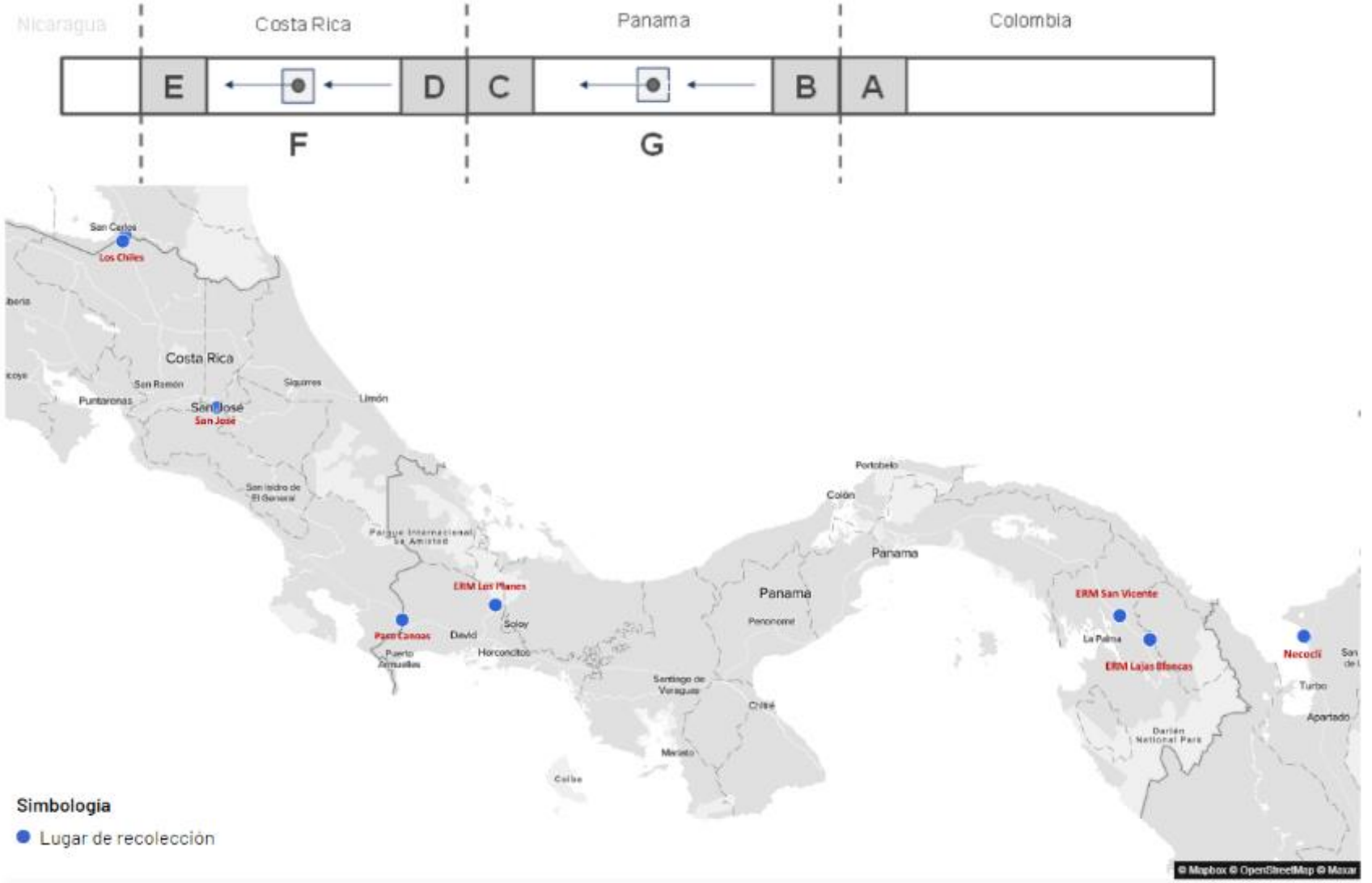
Remote 6

Iraq, Syria, Myanmar

IMMAP maintains a Surge Roster of rapidly deployable information management experts to provide surge capacity support in emergency operations through various Country, Regional and Global Surge mechanism agreements that allow the secondment of expert personnel to partner Organizations.

[1] Bureau for Humanitarian Assistance (BHA) Project Agreement for Performance of Work, Long Term Agreement (UNICEF), Reimbursable Loan Agreement (UNFPA), Action contre la Faim.
[2] Field Support Team. Total personnel includes extensions.

Geographical scope



PHASE 1:

- Pilot in zones A, B and D. A being the starting point and where operational capacity is higher. B and D are
- reception zones.
- Points F and G are intermediate collection points.
-

PHASE 2:

- Data gathering commences.
- Data gathering concludes.
- Dashboard and report issued.

Thematic scope

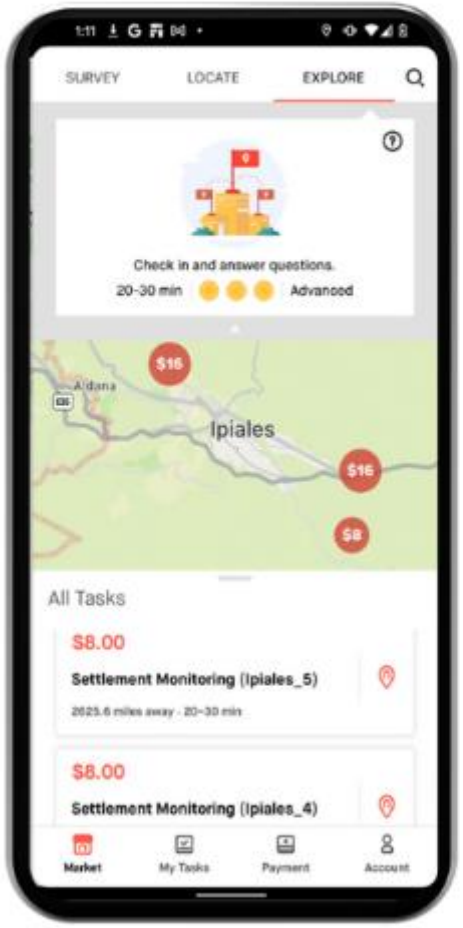
Offering

- Context of the service point.
- Infrastructure.
- Assistance profiling.
- Operational capacity.
- Differential assistance.

Demand

- Flow profiling.
- Identification of children and adolescents.
- Differentiated demand for assistance.
- User feedback.
- Reasons for not accessing assistance.

Data collection tools



Face-to-face surveys

Users interviewed respondents at a designated point or area using the application, recorded their locations, and collected photographic observations. These surveys were used to boost the chatbot, assist persons of interest in completing them and determine assistance through the organization's ideal informant.

Chatbot surveys

People of interest respond directly on their device through the Whatsapp chatbot to questions about location, profile, and evaluation of the assistance or care provided by humanitarian organizations.

Humanitarian Spatial Data Center

HSDC

Supported by:

USAID
FROM THE AMERICAN PEOPLE

Better Data
Better Decisions
Better Outcomes

HSDC Overview

Purpose

- Disaster Risk Management Platform
- Central place for all geospatial disaster risk data
- Disaster risk forecasts and impact calculations

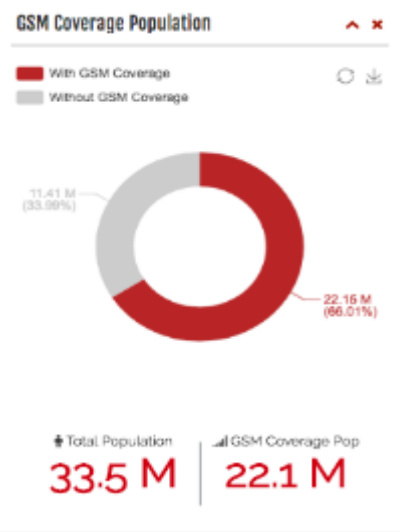
Tech

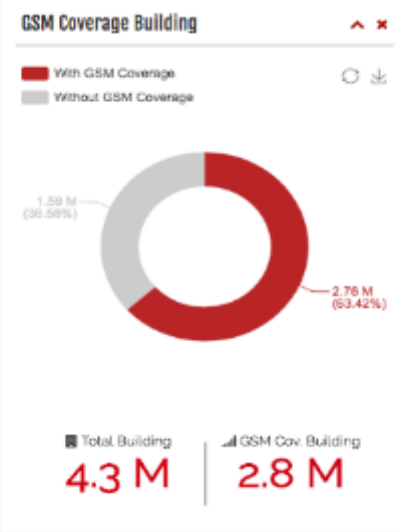
- Geonode web-application
- Postgres database
- GeoServer
- GeoExplorer for WebGIS

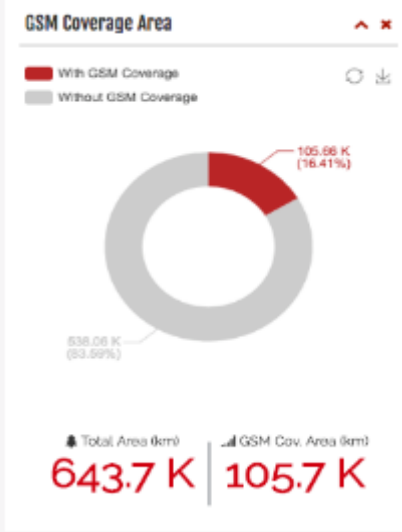
Dashboards

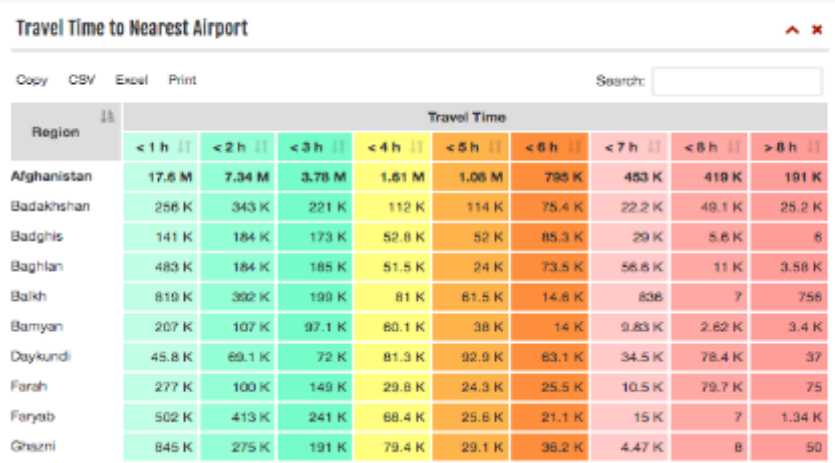
Access information at the nationwide, provincial and district level about the following thematics:

- Baseline
- Accessibility
- Flood Prediction / Risk
- Weather, Climate & Climate Change
- Landslide Risk
- Avalanche Risk / Prediction
- Earthquake
- Humanitarian Access









Region	Travel Time								
	< 1 h	< 2 h	< 3 h	< 4 h	< 5 h	< 6 h	< 7 h	< 8 h	> 8 h
Afghanistan	17.6 M	7.34 M	3.78 M	1.61 M	1.08 M	795 K	453 K	419 K	191 K
Badakhshan	256 K	343 K	221 K	112 K	114 K	75.4 K	22.2 K	49.1 K	25.2 K
Badghis	141 K	184 K	173 K	52.8 K	52 K	85.3 K	29 K	5.6 K	6
Baghlan	483 K	184 K	185 K	51.5 K	24 K	73.5 K	56.6 K	11 K	3.58 K
Balkh	819 K	392 K	199 K	81 K	61.5 K	14.8 K	836	7	756
Bamyan	207 K	107 K	97.1 K	60.1 K	38 K	14 K	9.83 K	2.62 K	3.4 K
Daykundi	45.8 K	69.1 K	72 K	81.3 K	92.9 K	63.1 K	34.5 K	78.4 K	37
Farah	277 K	100 K	149 K	29.8 K	24.3 K	25.5 K	10.5 K	79.7 K	75
Faryab	502 K	413 K	241 K	68.4 K	25.6 K	21.1 K	15 K	7	1.34 K
Ghazni	845 K	275 K	191 K	79.4 K	29.1 K	38.2 K	4.47 K	8	50

Interactive Maps

Accessibility
Travel Time to the nearest hospital, Airport...

Snow Cover
and Depth (Updated Daily)

Floods
Predictions & Risk (Updated every 60min)

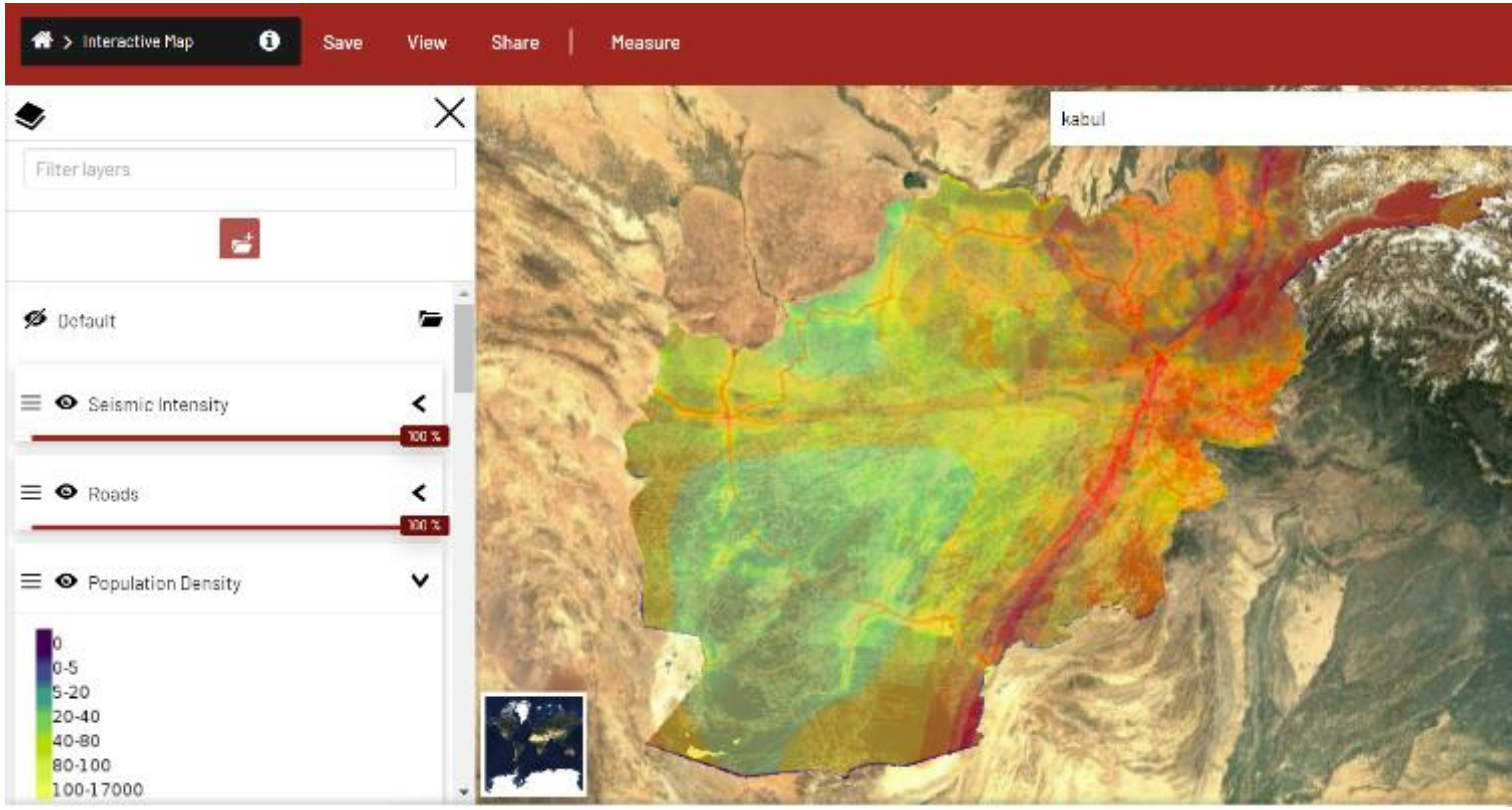
Avalanches
Areas and risk (Updated Daily)

Baseline Maps
Landcover, Roads Hospitals, Satellite Imagery...

Earthquakes
Shakemap and Affected Populations (every 15min)

Infrastructure
400.000 km roads Airports, Runways Hospitals...

Populations
Total and Density for All Settlement Areas



Settlement Inspector

Click anywhere on a map, within proximity of a settlement, and get all the information you need regarding the settlement:

- **General Information** (Populations, Language spoken, Area, Elevation, Land Use)
- **Road Accessibility** (Travel Time & Distance to the closest Road, Provincial/District Center, Health Facility)
- **Snow Cover / Prediction**
- **Earthquake Impact / Landslides**
- **Flood Prediction / Risk & Weather, Climate & Climate Change**

Statistic Tool

Draw an area on the map and get informations about:

- **Baseline Statistics (Populations, Area, No of Settlements, Roads in km, No of Health Facilities**
- **Population within Nb Hours Reach**
- **Flood Prediction / Risk**
- **Avalanche Prediction / Risk**
- **Earthquake Impact**

Static Maps

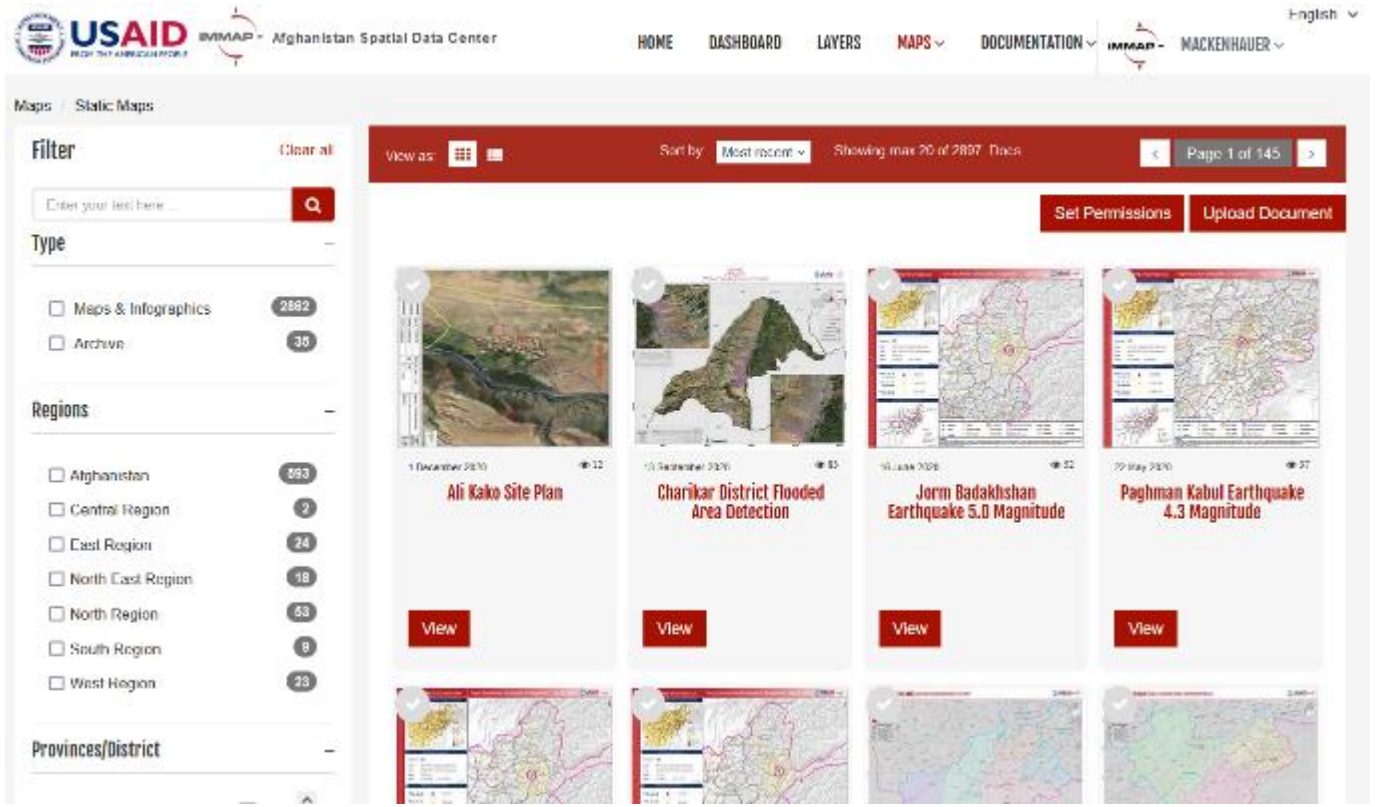
Turn Dashboards into Static Maps or download exisiting within one click:

PDF Maps

A0 to A4 and B0 to B1 size

+2700 Downloadable Maps

Search by Area, Category and Date



Wrap up Day 2 & Closure

EMERGENCY TELECOMMUNICATIONS CLUSTER