

ETC Plenary Meeting

24 – 25 April 2024



Opening & Welcome

24 April, 9:00 am

- **Max Cuvellier Giacomelli**, GSMA Head of Mobile for Development
- **Jay Mahanand**, WFP CIO and Director of the Technology Division, Chair of the ETC
- **Kimberly Brown**, GSMA Head of Mobile for Humanitarian Innovation
- **Brent Carbno**, Global ETC Coordinator, WFP

Housekeeping

Agenda

Wednesday, 24 April 2024

TIME	STRUCTURE	AGENDA ITEM	SESSION OUTLINE
08:30 – 09:00		<i>Welcome coffee Event starts at 09:00</i>	
09:00 – 09:30 30 mins	Plenary	<p>Opening & Welcome</p> <ul style="list-style-type: none"> Opening remarks by GSMA Head of Mobile for Development and WFP Chief Information Officer Housekeeping Agenda overview <p><i>Max Cuvellier Giacomelli, GSMA Head of Mobile for Development</i> <i>Jay Mahanand, WFP CIO & Director of the Technology Division, Chair of the ETC</i> <i>Kimberly Brown, GSMA Head of Mobile for Humanitarian Innovation</i> <i>Brent Carbno, Global ETC Coordinator, WFP</i></p>	<p>Max Cuvellier Giacomelli, GSMA and Jay Mahanand, the Chair of the ETC will open the ETC 2024 Plenary meeting and welcome Global ETC partners and guests.</p> <p>Kimberly Brown, GSMA, will welcome all and Brent Carbno, the Global ETC Coordinator will invite all to review the agenda for the next two days.</p>
09:30 – 10:00 30 mins	Plenary	<p>ETC overview</p> <ul style="list-style-type: none"> Achievements & key updates Review of the action points from the last ETC plenary meeting <p><i>Caroline Teyssier, Deputy Global ETC Coordinator, WFP</i></p>	<p>Global ETC will present a summary of the key updates and trends over the past years, as well as review the actions points from the last plenary meeting.</p>
10:00 – 10:30		<i>Coffee Break</i>	

10:30 – 11:30 60 min	Plenary	Humanitarian landscape <ul style="list-style-type: none"> Trends, IASC review and changes – OCHA <i>Gemma Connell, Chief of APMB, OCHA</i>	In this session, Gemma Connell, OCHA will present the current trends in the humanitarian sector, including challenges and opportunities.
11:30 – 12:30 60 min	Plenary	Impact of digital technology in humanitarian settings <ul style="list-style-type: none"> The “technology fragmentation” Use of technology in armed conflicts Access to Connectivity in International Humanitarian Law <i>Mauro Vignati, Adviser on New Technologies of Warfare, ICRC</i>	In this session, Mauro Vignati, ICRC, will share his insights on the role and use of digital technologies in humanitarian operations, raising the context faced by humanitarians particularly in conflict settings.
12:30 – 14:00	Lunch Break		
14:00 – 15:15 75 min	Plenary	Connectivity and Crisis Research <ul style="list-style-type: none"> Presentation on the “Connectivity in Crisis” research Leveraging AI for mobile-enabled impact <i>Zoe Hamilton, Senior Insights Manager and Barnaby Willitts-King, Director of Research and Policy, M4H, GSMA</i> <i>Bryce Hartley, Senior Manager: Strategic Partnerships & Market Engagement, GSMA</i>	<p>Zoe Hamilton and Barnaby Willitts-King, will present GSMA's initiatives and insights towards the humanitarian implications of connectivity for crisis-affected communities included in their research.</p> <p>Bryce Hartley will provide an overview of GSMA's work related to AI-enabled social and environmental impact, including disaster resilience use cases.</p>
15:15 – 15:45	Break		
15:45 – 17:00 75 min	Plenary and breakout session	Communication as Aid <ul style="list-style-type: none"> Sharing of best practices, including Connectivity as Aid Future direction <i>Facilitated by: Phyza Jameel, Global ETC Programme Advisor, WFP</i>	In this session, organizations will share major activities undertaken towards communication and connectivity as aid, as well as future direction for collective actions.
17:00 -17:15 15 mins	Plenary	Wrap up Day 1 <i>Brent Carbno, Global ETC Coordinator, WFP</i>	
18:00	Optional Social Networking Event		

Thursday, 25 April 2024

TIME	STRUCTURE	AGENDA ITEM	SESSION OUTLINE
08:30 – 09:00		<i>Welcome coffee Event starts at 09:00</i>	
09:00 – 09:10 10 mins	Plenary	Opening & Welcome <i>Brent Carbno, Global ETC Coordinator, WFP</i>	All participants are welcome back. A brief recap of Day 1 and outlook of Day 2 will be provided.
09:10 – 09:45 35 min	Plenary	Progress towards ETC2025 strategy implementation <ul style="list-style-type: none"> Brief overview of pillars' achievements and pending actions <i>Brent Carbno, Global ETC Coordinator, WFP</i>	The ETC partners will review briefly the ETC2025 strategy and progress made towards the goals set.
09:45 – 10:45 60 mins	Plenary	Operational Partnerships: leveraging local private sector <ul style="list-style-type: none"> Engaging local private sector in humanitarian response: Connectivity Business Initiatives, private sector forums. Successes from the field <i>Kareem Elbayar, Private Sector Engagement Advisor, OCHA</i>	In this session, Kareem Elbayar, OCHA will talk about the importance of leveraging and engaging private sector companies in humanitarian operations and share some of the best practices at country level.
10:45 – 11:15		<i>Coffee Break</i>	
11:15 – 12:45 90 mins	Breakout groups	Future outlook <ul style="list-style-type: none"> Review of ETC Services 	In groups, participants will revisit the ETC Services and identify any foreseen evolution or missing opportunities. The outcomes will pave the way for inputs to the next strategy and a review of the ETC service catalogue in 2025.
12:45– 14:00		<i>Lunch Break</i>	
14:00 – 14:30 45 mins	Panel Discussion	Future outlook – to continue <ul style="list-style-type: none"> Common approach towards Emergency Preparedness 	In this panel, the presenters will share some of their activities and views on how to strengthen collaboration among preparedness activities within the ETC network and as part of the ETC2025 strategy implementation.

14:45 – 15:30 45 mins	Breakout groups	Future outlook – to continue <ul style="list-style-type: none"> ETC 2025 Capacity Building plan 	In groups, participants will discuss the current approach and plan towards ETC capacity building, identify any new opportunities or requirements to continue supporting the ETC2025 Strategy goals.
15:30 – 15:45	<i>Break</i>		
15:45 – 16:45 60 min	Breakout groups	Partnerships outreach <ul style="list-style-type: none"> Expanding and managing the Global ETC network Local partnerships: engagements with Global and local ETC networks <p><i>Brent Carbno, Global ETC Coordinator, WFP</i> <i>Lena Bock, ETC Partnerships Officer, WFP</i></p>	With the new ETC Partnerships model, participants will discuss how to best engage members and partners globally. They will also look at the engagement of local actors and how they can contribute to global and local ETC activities and discussions.
16:45 – 17:15 30 mins	Plenary	Wrap up Day 2 & Closure <p><i>Jay Mahanand, WFP CIO and Director of the Technology Division, Chair of the ETC</i> <i>Brent Carbno, Global ETC Coordinator, WFP</i></p>	
17:30	<i>Closure and Optional Social Networking Event at GSMA</i>		

GLOBAL ETC UPDATES

Caroline Teyssier, Deputy Global ETC Coordinator, WFP



2023 ACTION POINTS

Action points - ETC Plenary meeting 2023

- ETC Strategic Advisory Group (SAG) - to take forward the following activities:
 - Drive the implementation & monitor the new partnership model; [**Completed**]
 - Revive key Working Groups; [**As needed**]
 - Take forward the Strategy Implementation Plan following the review of the document to list actionable activities; [**in Plenary**]
 - Focus on the 'empowering communities' pillar to best support field delivery; [**in Plenary**]
 - Plan for SAG member transition, starting by filling up the vacancy; [**Completed**]
 - Discuss partner mobilization, recognizing that the humanitarian landscape has changed which has impacted on modalities of deployment and the mobilization of resources in emergencies. [**Ongoing**]
 - The SAG will suggest ways to continue delivering effectively in the field. [**Ongoing**]
- Partnership model [**Completed**]
 - Global ETC team will document the model based on feedback received & distribute it.
- Capacity Building [**Partially / Pending** new partnerships model implementation]:
 - Global ETC team will reach out to select new representatives of the selection committee

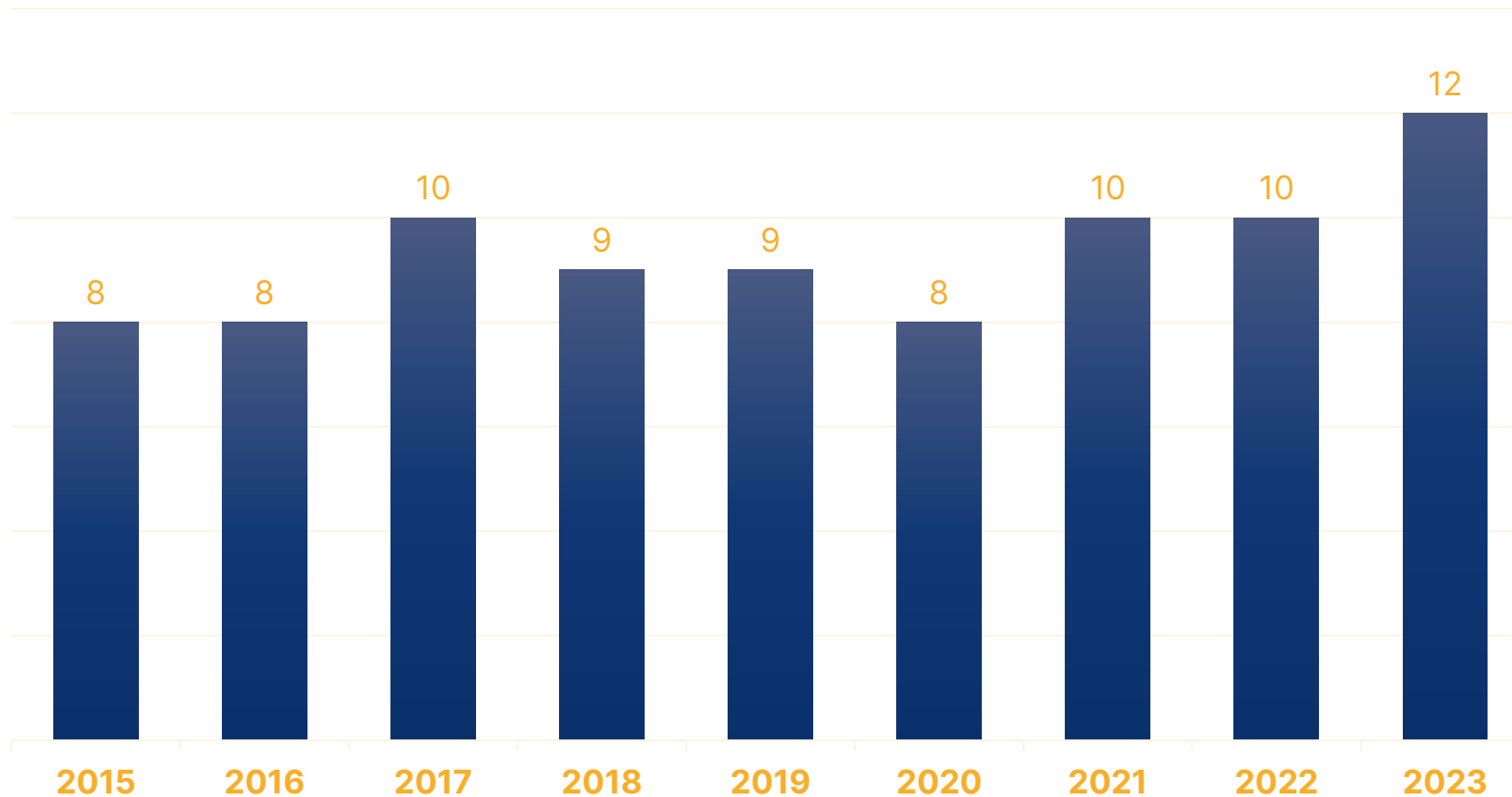
GLOBAL SUPPORT TO CLUSTER FIELD COORDINATION

IASC and GCCG Key updates

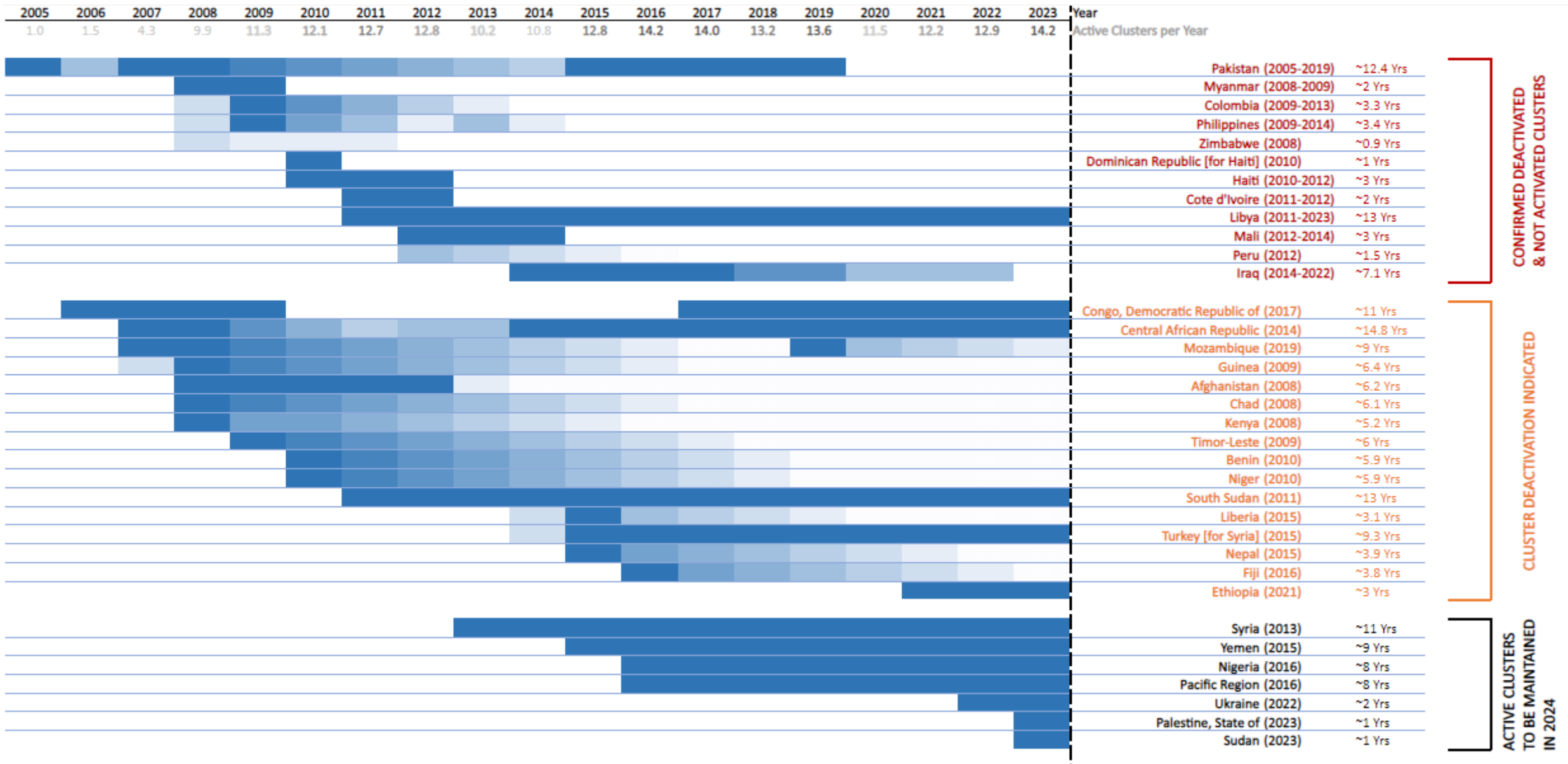
- Review of IASC and subsidiary bodies
 - Coordination mapping exercise (2023 ongoing) – improvements to be made towards local actors' engagements & limitations/opportunities identified for ETC.
 - Coordination models explored: ABC (Area based coordination), Flagship initiative, Reviews
 - Funding challenges – resources and access for local actors
 - Preparedness approach – inter-cluster exchanges of best practices
 - Transition and deactivation – common guidance to be finalized
- How Global Clusters can best continue to support the field with increased number of operations and support needed in non-cluster settings

Number of ETC responses- trends

Emergencies per year: 2015 - 2023



Cluster deactivation process



CONFIRMED DEACTIVATED & NOT ACTIVATED CLUSTERS

CLUSTER DEACTIVATION INDICATED

ACTIVE CLUSTERS TO BE MAINTAINED IN 2024

Progress towards more systematic transition/deactivation

GUIDANCE ON CLUSTER TRANSITION AND DEACTIVATION
FOR THE COUNTRY-LEVEL CLUSTER AND CLUSTER LEAD AGENCY

Summary

This summary is intended to support UNICEF-led Cluster/Area of Responsibility (AoR) coordination teams and UNICEF as the Cluster Lead Agency (CLA) at country level to implement successful transition and deactivation of clusters, at a time and in a way that is appropriate to the context.

The guidance builds on and should be read alongside the guidance for cluster deactivation in the [IASC Reference Module for Cluster Coordination at Country Level \(2015\)](#).

Deactivation decision-making

DEFINITIONS



Cluster Deactivation

The closure of a formally activated cluster. Deactivation includes the transfer of core functions from clusters that have international leadership and accountability to other structures, including those that are led nationally or development focused.

Reference:

[IASC, Reference Module for Cluster Coordination at Country Level, 2015, p.37](#)



Cluster Transition

The process (and potentially the activities) by which transfer of leadership and accountabilities is planned and implemented [or cluster functions are phased out], leading to deactivation. A plan is required to map phases of the transition, set transition or deactivation benchmarks for each phase, and schedule activities to meet them.

CRITERIA

IASC guidance states that cluster deactivation can be considered when at least one condition for activation is no longer met, i.e.:

- 1 The humanitarian situation improves, significantly reducing humanitarian needs and consequently reducing associated response and coordination gaps
- 2 National structures acquire sufficient capacity to coordinate and meet residual humanitarian needs in line with humanitarian principles.



Responsibilities in deactivation and transition processes



ETC Guidance

Deactivation & transition checklist

Date: 06/09/2023

Purpose of this document

This document aims to provide some guidance on the steps to be taken to close an Emergency Telecommunications Cluster (ETC) or Sector (ETS) operation.

ETC/S operations shall be reviewed regularly to ensure cluster activities and services remain relevant and only fill gaps as per the cluster mandate. Different factors may suggest the need to close an ETC/S operations, such as:

- Recovery (gaps no longer there) and/or end of the joint humanitarian operation;
- Operation has stabilized with some services required for a long time (typically security communications and data connectivity in key operational locations) which could be transferred to user agencies;
- Lack of funding;
- Any other implications at country level and with host government.

Depending on the operation, the closure of an operation may take two weeks (for sudden-onset and short term operations) to 3-5 months (for protracted crises with a large operation).

Checklist

Type of activity	Timeline	Responsibility	Status
Identify/confirm the trigger to Cluster transition/deactivation	Anytime needed	ETC Coordinator	
Assessment of activities and gaps (with relevant partners, stakeholders,	Anytime needed	ETC Coordinator	

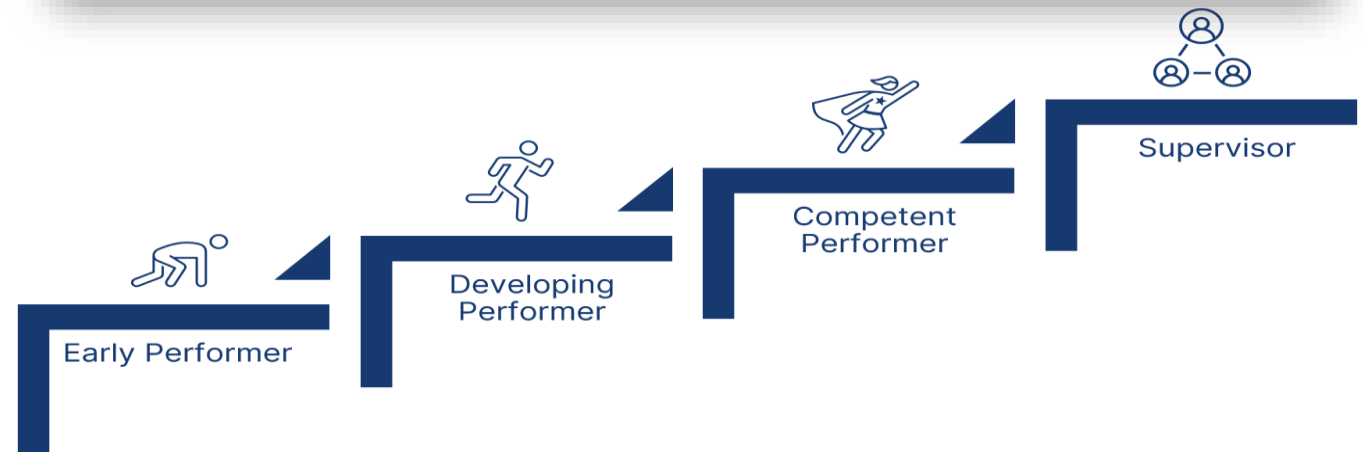
KEY ETC UPDATES

ETC Competency Framework

Core Competencies



Functional Competencies ++



Operations to Coordinator - Learning pathway

ETC Foundation Modules

ETC Introductory e-modules

ETC Operations Course

ETC Introductory e-modules

Operations e-modules

Online Presentations and Virtual Classrooms

Classroom Presentation & Discussion

Group Work and Debriefs

Trainee Coordinator Induction

ETC Operations Course

Workplace process orientation

Competence-based tasks

Submissions and deliverable feedback

ETC Coordinator Handbook

Performance reviews

Trainee Coordinator gear.UP

ETC Operations Course

CLA process execution

Scenario-based tasks

Submissions and deliverable feedback

ETC Coordinator Handbook

ETC Global Coaching

Trainee Coordinator Placement

ETC Operations Course

Trainee Coordinator Induction

Mentorship period

Role application

Assistant Coordinator Task Book

Post-placement reflection

- Prerequisite
- eLearning / Online
- In-person
- Online / Distance Learning
- Training in Exercise
- Operations Support

Inroads towards localization: SCS Syllabus



Translation of Security
Communications Systems (SCS) / Let's
Comm material



Expanded Trainer Pool

2023 Summary

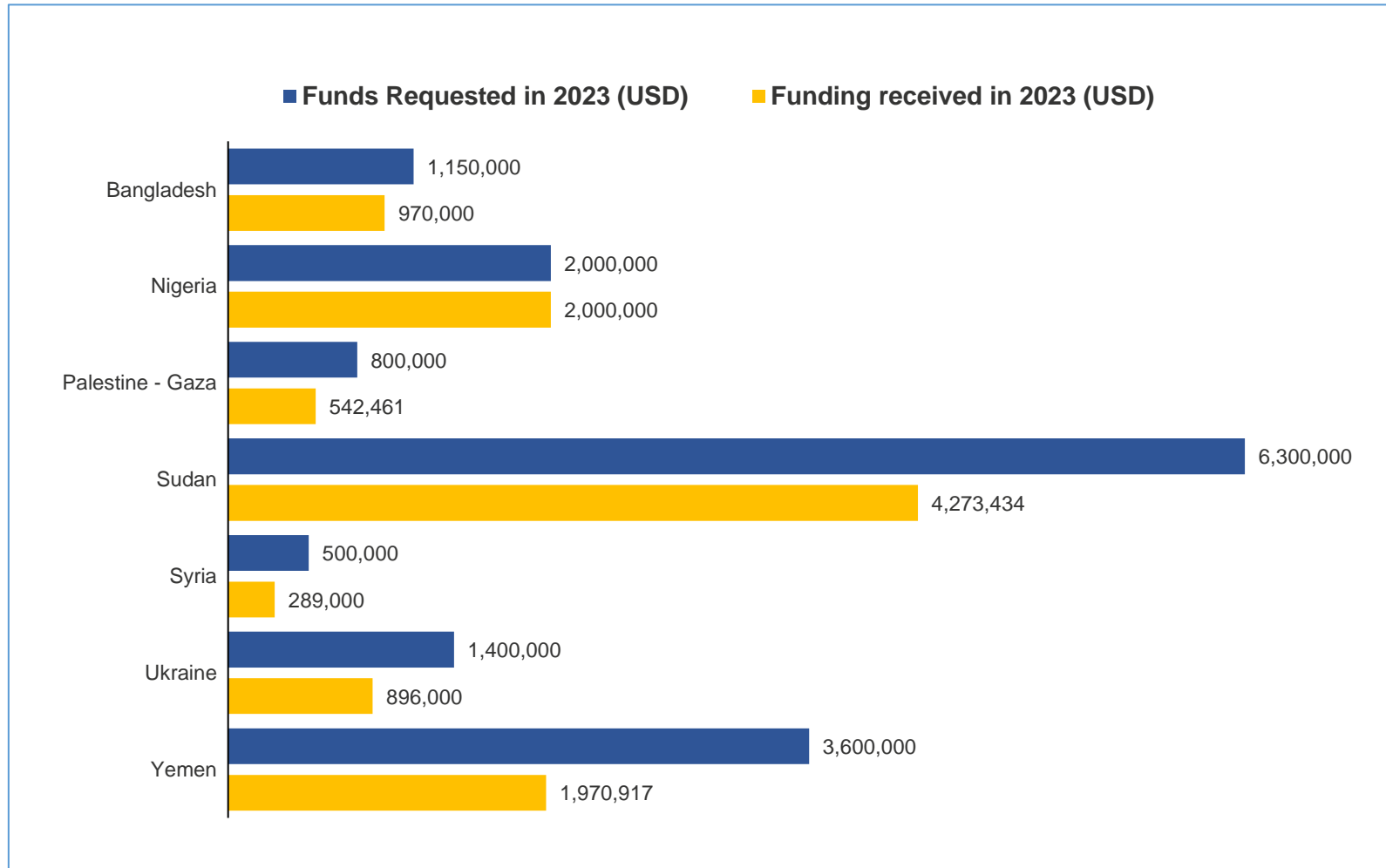
- **12** emergency responses
 - New activation for Palestine, Turkiye and Sudan
 - ETC operations closed in CAR, Somalia, Tonga, Turkiye and Vanuatu
- **8** preparedness countries

Total of **9,195 humanitarian users** from **360 organizations** served
91% overall satisfaction rate

- **5** ETC Courses delivered including ToT
- Competency framework
- **iMMAP** joined the ETC Network
- **Kimberly Brown**, GSMA, joined the ETC SAG
- ETC **partnerships model launched**



ETC Operations - Funding 2023



Donors :

- Central Emergency Response Fund (CERF), Cisco Crisis Response, Ericsson, France, ICANN, Ireland, Luxembourg, Tableau, United States Bureau for Humanitarian Assistance (BHA), WFP unearmarked funds

Standby partners/in-kind deployments:

- Ericsson Response, emergency.lu, iMMAP, MSB, NORCAP



Coffee break

30 min

Humanitarian Landscape

Gemma Connell, Chief of Analysis, Planning and Monitoring
Branch (APMB) OCHA

Impact of digital technology in humanitarian settings

Mauro Vignati, Adviser on New Technologies of Warfare, ICRC



IMPACT OF DIGITAL TECHNOLOGIES IN HUMANITARIAN SETTINGS

Mauro Vignati | ICRC



ICRC

ICT during armed conflicts (AC)

- ICT are fundamental to **armed forces, civilians and humanitarian organizations.**
- ICT are immediately affected from the very beginning of AC.
- ICT are deeply transformed during AC.



I. THE IMPORTANCE OF ICT



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ICT for civilians

- Receiving information about the conflict
- Maintain connection with family members and admin/gov
- Reaching out to humanitarian organisations and receive assistance
- Use of tens of apps, like air-strike alerts, movement of civilian resistance, TV-channel for kids in bunkers,...



ICT for humanitarians

- Telemedicine for war wounded victims in remote areas
- Digital cash transfers
- Relief operations coordination
- Facial recognition to help separated families
- Big data storage, AI and predictive analytics
- Beneficiaries connecting to the ICRC



ICT for armed forces

- Visibility of the battlefield
- Detect presence of enemy troops
- Display information on tactical environmental platforms
- Decision support systems
- Modifying people behaviour through propaganda
- Motivate troops on the front
- Drones and precise targeting (sat link)



II. DIGITAL INFRASTRUCTURE AND SERVICES DURING ARMED CONFLICTS



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Tech companies for civilians and humanitarian

- Microsoft AI for Good for Humanitarian Action
- Google in Ukraine: Air Raid Alert App
- Palantir and WFP: “Delivering Life-Saving Assistance Using Data”



Tech companies for armed forces

- Microsoft: “Defending Ukraine: Early Lessons from the Cyber War”
- Google: Project Nimbus, a Google Cloud for IDF
- Palantir software used for targeting in Ukraine



III. DIGITAL DILEMMAS



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CIVILIANS INVOLVEMENT IN CONFLICTS



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The principle of distinction

- A ‘cardinal’ and ‘intransgressible’ principle that forms part of the ‘fabric’ of IHL (ICJ, *Nuclear Weapons AO*, paras 78-79)
- One of the ‘established international legal principles’ in the context of how international law applies to the use of ICTs by States (GGE report 2015, para. 28(d); GGE report 2021, para. 71(f))





ICRC

THE PRINCIPLE OF DISTINCTION

In the use of information and communications technologies, the principle of distinction requires that parties to an armed conflict at all times distinguish between civilians and combatants and between civilian objects and military objectives. Cyber attacks may only be directed against combatants or military objectives. Cyber attacks must not be directed against civilians or civilian objects. Indiscriminate cyber attacks are prohibited.

Source:

ICRC, "[Cyber Operations During Armed Conflict: The Principle of Distinction](#)" (March 2023)



ICRC

Limited clarity in the cyber context (sample statements)

- It is ‘very difficult (if not impossible) to draw a distinction in virtual space between ... combatants and non-combatants’ (Russia, 2021)
- How the existing law on ‘the scope of combatants applies to cyberspace should be further discussed’ (Brazil, 2021)
- Question of ‘when a civilian acting in the cyberspace might be considered as taking direct part in hostilities’ needs further reflection (Japan, 2021)



Example 1

- Private companies involved in cyber defence and/or threat intelligence sharing in time of armed conflict
- **Opportunities:** strengthening of national cyber resilience while offloading the cost on non-State actors. Provide an indirect State support, with plausible deniability.
- **Challenges:** exposure to risk of harm to the companies and their employees and, indirectly, to civilians using their services



Example 2

- States may repurpose existing e-government or other smartphone applications for military use: enhancement and transformation.
- **Opportunities:** Tap into existing community of digital citizens, No training required, No latency, Civilians ‘sensors’ of the military.
- **Challenges:** exposure to risk of [harm to civilians](#)



Example 3

- States may encourage civilians to engage in offensive cyber operations against targets associated with the enemy.
- **Opportunities:** Easily mobilized and coordinated, Federation of hacktivists, Lower costs / higher efficiency
- **Challenges:** Distribution of cyber offensive tools to civilians (use after the conflict?), risk of harming civilians.



Direct participation in hostilities: Three criteria

1. Threshold of harm
2. Direct causation
3. Belligerent nexus

ICRC DPH Guidance (2009)



ICRC

1. Threshold of harm

The act must be likely to adversely affect the military operations or military capacity of a party to an armed conflict or, alternatively, to inflict death, injury, or destruction on persons or objects protected against direct attack

- DOES NOT need to reach the level of “attack” (cf. clearing mines or wiretapping comms)
- DOES need to “negatively affect the enemy militarily” (Tallinn Manual 2.0, p. 429)
- Unsettled whether this includes merely building up own capacity



2. Direct causation

Direct causal link between the act and the harm likely to result either from that act, or from a co-ordinated military operation of which that act constitutes an integral part

- The harm must be brought about in “one causal step” (DPH Guidance, p. 53)
- Question of causal, NOT **geographic** or **temporal** proximity



3. Belligerent nexus

The act must be specifically designed to directly cause the required threshold of harm in support of a party to the conflict and to the detriment of another

- Objective or subjective test? Elements of both?
- Individual self-defence exemption
- Presumption of doubt



Problems with civilianization of military cyber operations

- Individual level
 - Exposure to grave risk of harm
 - Legal liability (especially under domestic criminal law)
- State level
 - Possible violation of IHL (constant care obligation; passive precautions; special rules on children)
 - Possible violation of IHRL (right to life)
 - Undermines the principle of distinction

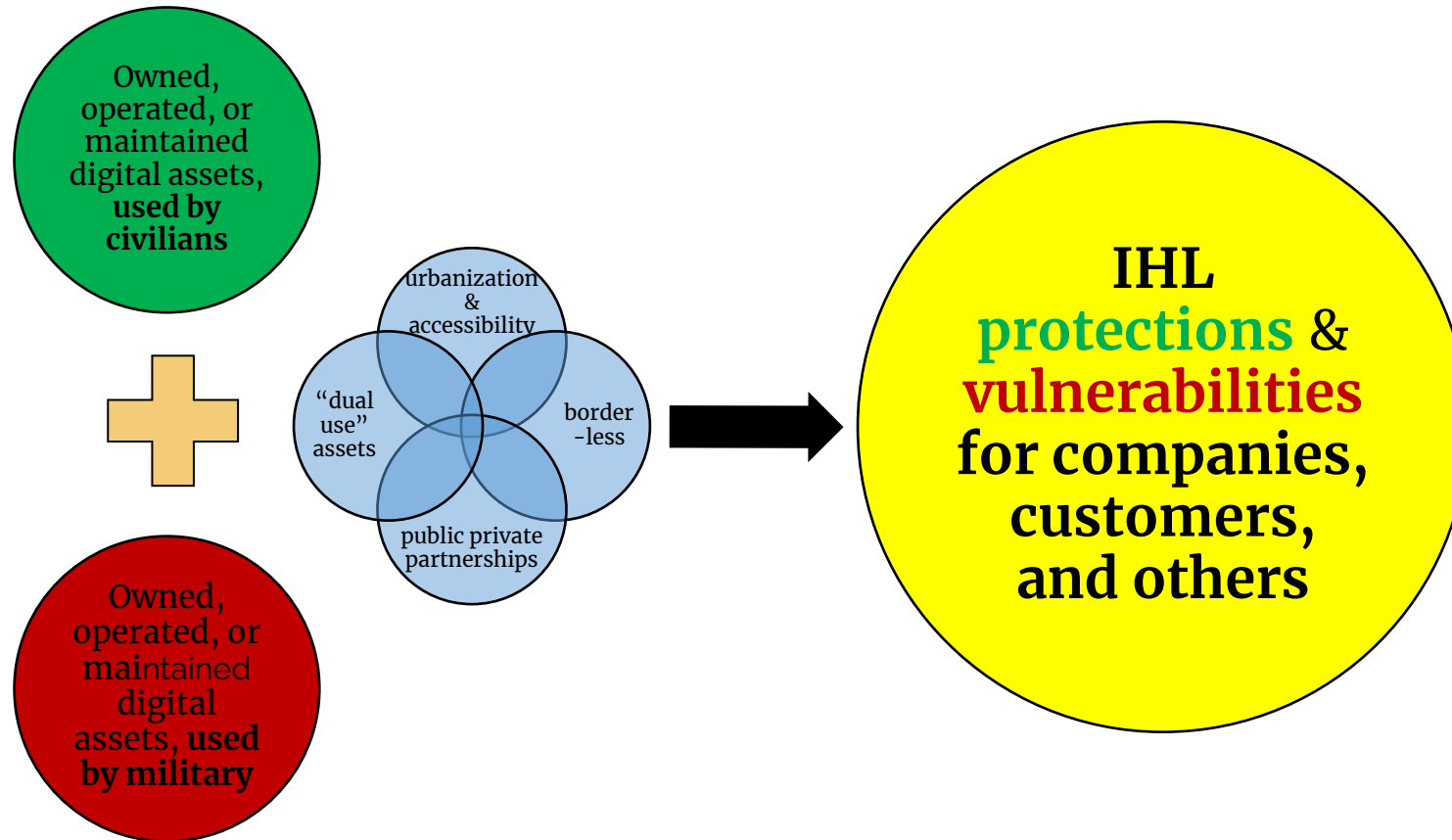


TECH COMPANIES' INVOLVEMENT IN CONFLICTS



ICRC

The Digital ecosystem in armed conflict



Can private tech companies become a lawful target?

“Can Starlink Satellites be Lawfully Targeted?”

AUG 2022 (Squadron Leader Tara Brown is a military professor at the Stockton Center for International Law at the U.S. Naval War College, where she co-teaches a course on Air, Space and Cyber Law)

“When Might Digital Tech Companies Become Targetable in War?”

OCT 2023 (Jonathan Horowitz, legal advisor, ICRC)

“No, Tech Companies and Cybersecurity Firms Aren't Close to Becoming Direct Participants in the Conflict by Helping Ukraine”

DEC 2022 (Matt Tait is the Chief Operating Officer of Corellium)

“Even private, commercial space systems can provide information or services that have military significance...These developments raise the threat that commercial space systems may be treated no differently than military space systems in current and future conflicts.”

JUN 2022 (Maj. Jeremy Grunert is an officer in the United States Air Force Judge Advocate General's Corps. He currently serves as an assistant professor in the Department of Law at the United States Air Force Academy.)

“Tech companies that operate in situations of armed conflict should understand and monitor whether the services they provide may amount to a direct participation in hostilities by their employees and whether the company might qualify as a military objective.”

OCT. 2023 (ICRC Global Advisory Board on Digital Threats During Armed Conflicts)



Mapping of private Digital assets in armed conflict

COMPANY SERVICES

Cybersecurity
Cloud services
Comms platforms
Social media platforms
Apps market
etc.

PERSONNEL

Hardware developers
Software developers
Incident response
Threat Intelligence
Marketing
Retail
Security and support services
etc.

PHYSICAL INFRASTRUCTURE

Data centers
Telecom towers
Consoles
Offices
Mission controls
Launch pads
Satellites
etc.

LOGICAL INFRASTRUCTURE

Networks
Databases
Data streams
etc.

CUSTOMER DEVICES

Routers
Modems
Computers
Smart phones
etc.



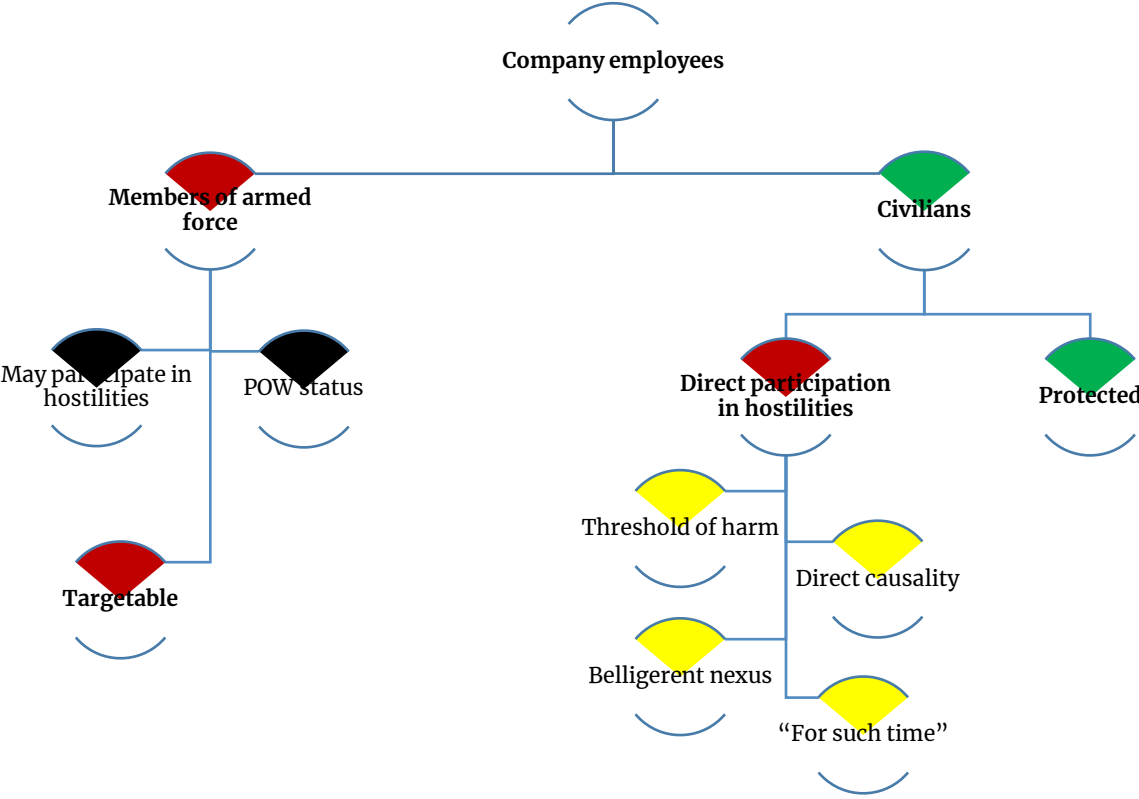
THIRD PARTY DEPENDENCIES & CONTRACTED SERVICES



ICRC

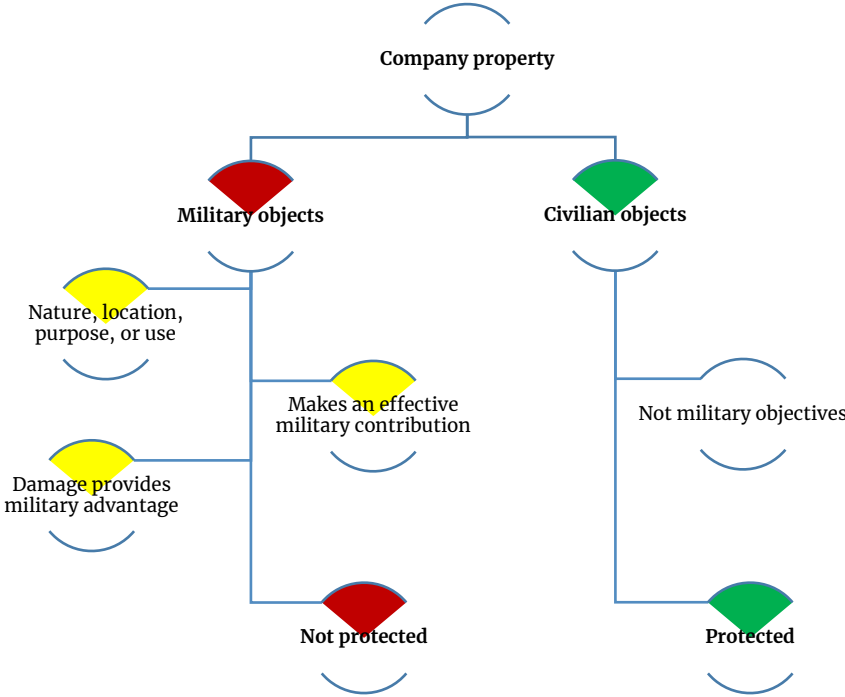
DISTINCTION - persons

- Protection (Green icon)
- Risk (Red icon)
- Criterion (Yellow icon)



DISTINCTION - objects

- Protection
- Risk
- Criterion



TECHNOLOGY FRAGMENTATION



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Technology Fragmentation

- The more tech companies take sides, the more the risk of not being able to operate in a given market increases;
- Self-exclusion and self-isolation will increase the fragmentation in the tech sector.

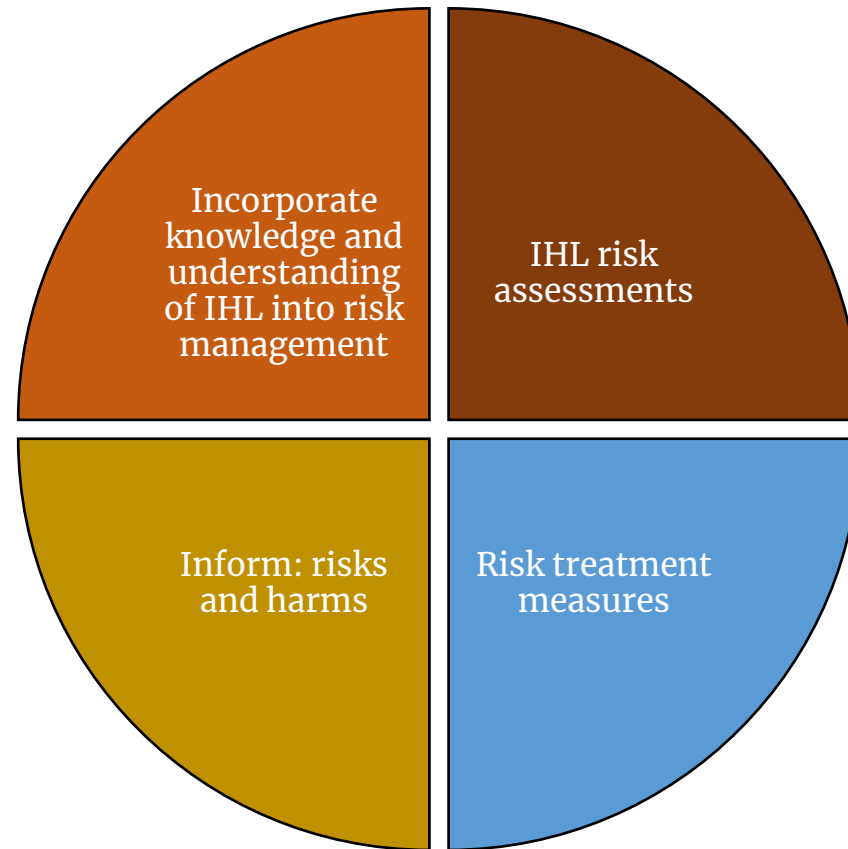


III. HOW ICRC OPERATES



ICRC

Company Civilian Harm Mitigation Plan



Seeking bilateral confidential discussions

8 rules for civilian hackers during war

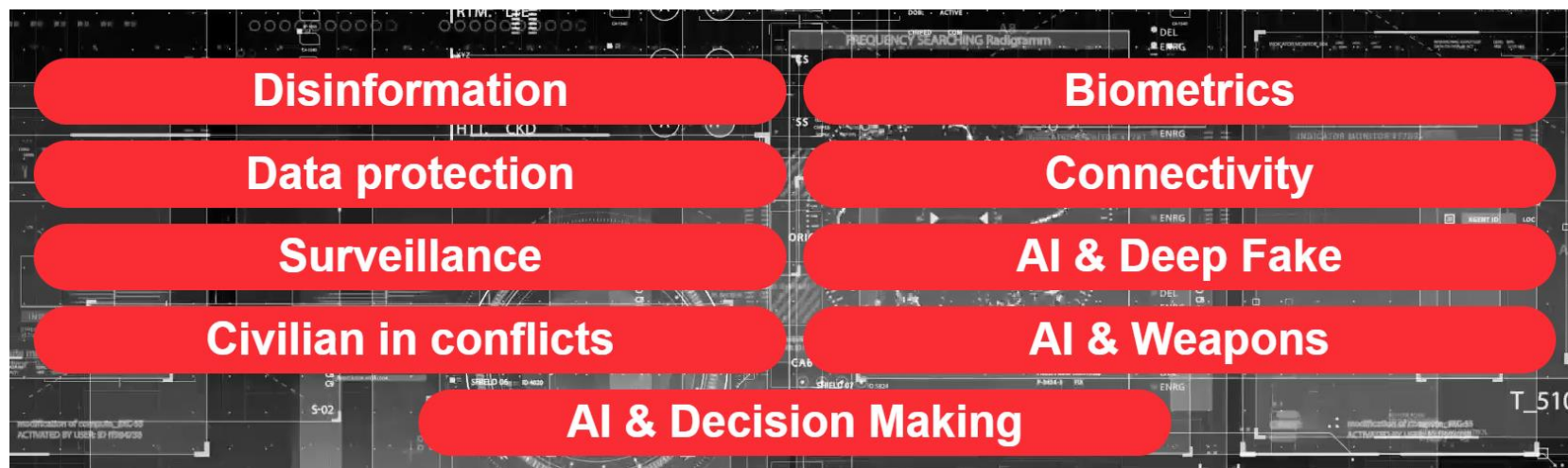
Do not:

- Attack civilian objects
- Attack indiscriminately
- Harm civilians
- Harm medical and humanitarian facilities
- Harm indispensable objects & dangerous forces
- Spread terror
- Incite violations of IHL
- Comply with these rules even if the enemy doesn't



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Digital Dilemmas



THANK YOU FOR YOUR ATTENTION



ICRC

Lunch break

1h 30 min

Connectivity and Crisis Research

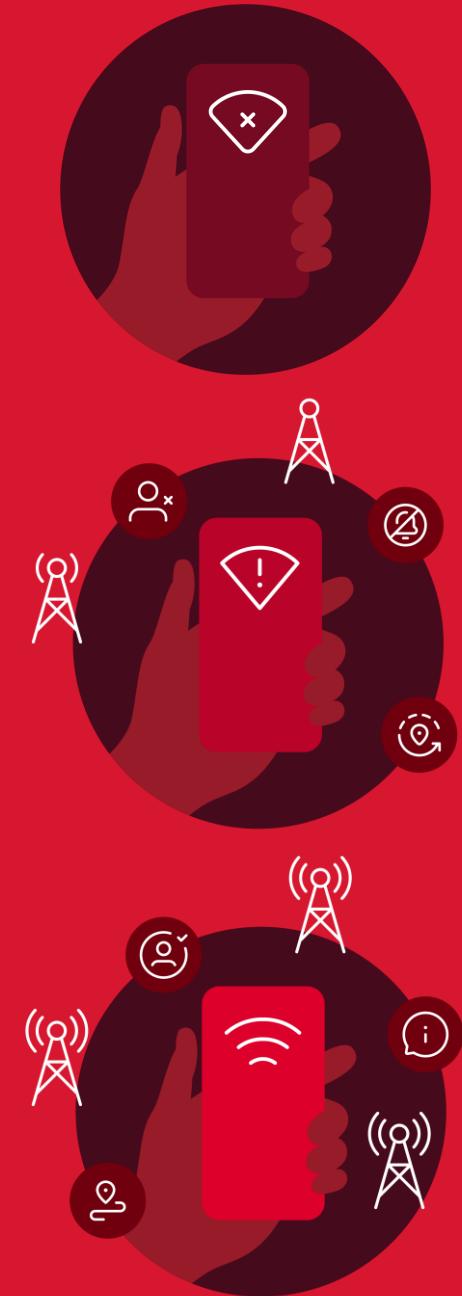
Zoe Hamilton – Senior Insights Manager - GSMA

Barnaby Willitts-King – Director of Research and Policy - GSMA

Bryce Hartley – Senior Manager: Strategic Partnerships & Market
Engagement - GSMA

Connectivity in Crisis

The humanitarian implications
of connectivity for crisis-affected
communities





This material has been funded by UK International Development from the UK government and is supported by the GSMA and its members. The views expressed do not necessarily reflect the UK government's official policies.

The position of the GSMA



→ The GSMA

The GSMA is a global organisation unifying the mobile ecosystem to discover, develop and deliver innovation that helps business and society thrive.

Representing the interests of more than 1,000 mobile network operators (MNOs) and other organisations across the sector, the GSMA is a proponent of connectivity as a force for good in the world.

We believe connectivity can enable people, industry, and society to thrive and support tackling today's biggest challenges.

→ Humanitarian connectivity

The GSMA is an active voice in support of humanitarian connectivity.

For more than 10 years there has been a programme of work focussing on the role of connectivity in crises spanning natural hazards, forced displacement and conflict.

The GSMA is a member of key humanitarian fora such as the Emergency Telecommunications Cluster (ETC) and the Risk-informed Early Action Partnership (REAP) and works actively with dozens of humanitarian organisations on these issues.



Connectivity, its presence, its absence, and its loss, has profound implications in crisis settings.

- There is a growing understanding that connectivity is a fundamental and foundational requirement for crisis-affected people and for effective modern humanitarian response.
- For people living through crisis, connectivity can enable connecting with loved ones, looking for solutions, and fulfilling aspirations – among many other things.
- It also allows people to access information and services on their own terms, including where provided by humanitarian actors.



What are the implications, risks and opportunity costs related to connectivity for crisis-affected people?



The conceptual framework



No connectivity: The humanitarian coverage gap

In a modern crisis, what does it mean to have no mobile connectivity?

Data suggests that crisis-affected people disproportionately live in areas outside of mobile network coverage.

As the sector continues to digitalise, do gaps in connectivity come into contention with principles of impartiality and do no harm?



Lost or limited connectivity

What does it mean to lose connectivity during a crisis?

Access to connectivity can often be lost or limited at the moment a crisis occurs, with huge socio-economic and humanitarian implications.

Issues related to service restriction, targeting infrastructure, cyber attacks, accidents and more.



Stable connectivity: Connected crises

What does it mean to be connected when crisis strikes?

How is connectivity changing the nature of crises?

Most of the world uses mobile internet.

Despite potentially transformational benefits, connectivity can exacerbate and create challenges for people affected by crisis and humanitarian responders.



The Humanitarian Mobile Coverage Gap *(upcoming May 2024)*



A new approach to understanding mobile coverage for crisis affected groups

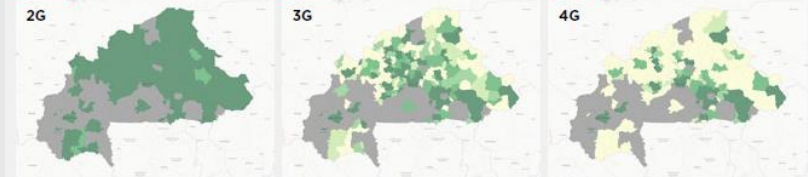
Data on the availability of mobile coverage in crisis settings is often inadequate, inconsistent, or unreliable.

Blending existing datasets, GSMA has developed a new approach to measuring differences in mobile coverage for crisis-affected groups.

Example: Burkina Faso

	Total population	IDPs	PiN	Refugees	Gap: IDPs	Gap: PiN	Gap: Refugees
2G	98%	99%	98%	99%	0%	0%	+1%
3G	64%	71%	60%	83%	+7%	-4%	+19%
4G	46%	40%	34%	62%	-6%	-12%	+16%

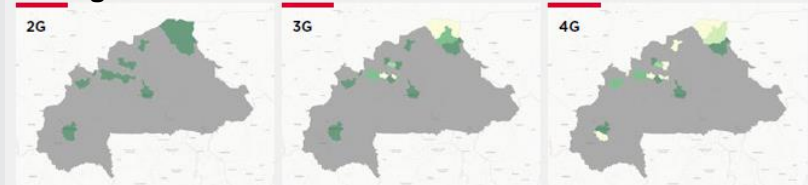
People in need of assistance (PiN)



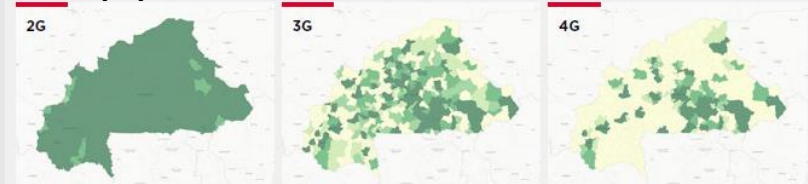
Internally displaced people (IDPs)



Refugees



Total population



Risks, implications and opportunity costs



Risks, implications and opportunity costs

These groupings are neither neat, nor perfect, indeed several implications fall under more than one broader theme. Additionally, similar implications appear in multiple states of connectivity availability, with variation and nuance to how these are experienced.



Protection

Where a scenario includes the potential for harm to crisis-affected individuals.



Information ecosystem

The quality, validity, confirmability and availability of information to crisis-affected communities.



Wellbeing

Where risks are related to people's well-being, beyond basic survival.



Humanitarian aid and coordination

The ability to deliver humanitarian assistance safely, effectively and efficiently.



Autonomy

The ability of people to make decisions, meet their own needs or access services independently.



No connectivity: Humanitarian implications



Inability to raise concerns or ask for help

Increased feelings of personal insecurity and reduced ability to quickly raise an alarm, seek help or report concerns.

Increased reliance on humanitarian assistance

Fewer economic opportunities and limited potential to break cycles of aid dependency.

Fraud and disinformation

Inability to easily validate information creates fertile grounds for rumours and disinformation.

Barriers to effective delivery of core humanitarian assistance

Restrained or slowed delivery of humanitarian services. Exclusion of uncovered groups.

Poor economic development

Connectivity has been shown to strengthen local economies even in fragile contexts.

Poor psychosocial well-being

Fewer exchanges with loved ones. More difficult access to leisure such as music, films, religion, or games less easy.

Barriers to efficient humanitarian coordination

Slower and more inefficient response, with poor coordination and duplication of efforts by humanitarian actors.

Not receiving vital information

Heightened risk of not receiving or finding vital, and potentially lifesaving, information.



Lost or limited connectivity: Humanitarian implications



Limited connectivity as a human rights violation

The removal of connectivity can be considered in many cases, to be a violation of human rights.

Misinformation and disinformation

Without the ability to seek and verify information, information vacuums can arise leading to rumours and misinformation.

Disruption of the normal functioning of services

Disruptions to connectivity can impact nearly every aspect of life from healthcare to livelihoods to health.

Barriers to humanitarian aid and programming

Sudden loss of connectivity can prevent humanitarian assistance from reaching recipients and limit operations.

Disruption of social networks and community resilience mechanisms

Connectivity disruptions risk disrupting social networks and resilience mechanisms.

Psychosocial well-being

When connectivity is lost suddenly, the stress of not being able to access information, services, or loved ones should not be underestimated.

Disruption of access to timely and accurate information

Limited access to connectivity can have profound implications in terms of the information ecosystem during crises.

Economic impacts

Limitations or regular loss of connectivity can also have profound effects on macroeconomic stability.



Connected crises: Humanitarian implications



Harassment, violence and hate speech

Online hate speech, harassment, assault, online GBV, especially for marginalised groups.

Trafficking risks

A risk across connectivity statuses but reports of traffickers using online spaces to recruit.

Remote humanitarian assistance

As services digitalise, this can lead to increased distance between responders and the people they serve.

Narratives can create hostility and exacerbate conflict

Narratives spread online can create enmity, undermine truth, and exacerbate conflict and hostility.

Scams and fraud

Can have greater impact on crisis affected people. Ranges from financial scams through to imitation of humanitarians.

Difficulty keeping in touch with service users

Reliance on connectivity for engagement can make it difficult to maintain contact with users.

Risk of targeting and surveillance

Online information may also be used to track, monitor, and target people physically. Especially for people fleeing persecution.

Murky information ecosystems

The information landscape is more challenging than ever. MDH can muddy the waters further.

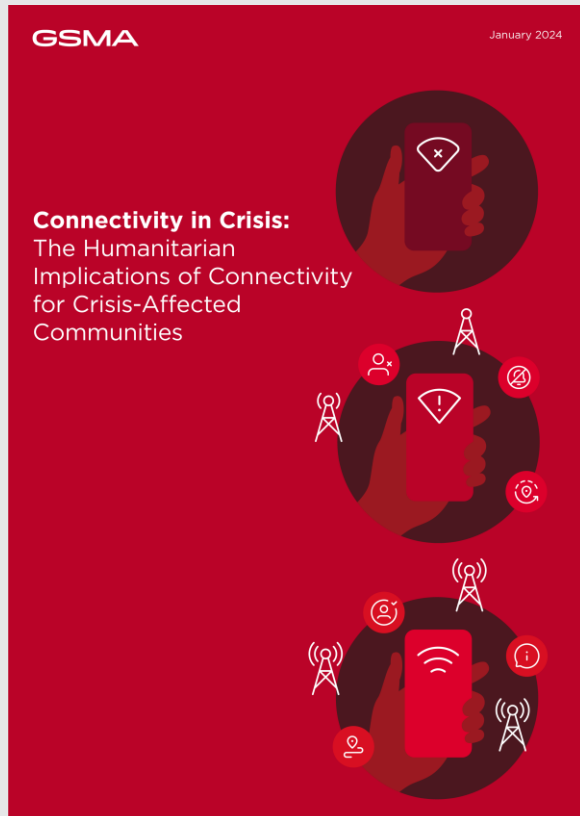


Additional factors that impact how risks are experienced

This paper's central analysis knowingly oversimplifies how connectivity works, both technologically and socially. While this is useful in articulating the humanitarian implications stemming from connectivity, it is important to recognise the factors, human or structural, which shape access to connectivity and the lived experiences online in crisis situations.



Reflections



- Digital transformation is not slowing down. Humanitarian actors will need to grapple with the full range of risks and continue to take stock as they change.
- Broad, cross-sectoral coalitions are likely to be an answer to ensuring mobile networks and other means of connectivity reach crisis-affected last-mile settings and remain available when crisis strikes.
- As crisis-affected people and humanitarian responders are increasingly dependent on connectivity, there will be a heightened risk to its loss when needed most – intentional or otherwise.
- Available and accessible connectivity does not represent a risk-free panacea. But risk should not be used as an argument to prevent crisis affected people being connected, if that's what they want.
- Where do the limits of humanitarian responsibility lie?



GSMA[™]



To find all of our resources and to learn more about the
Mobile for Humanitarian Innovation programme visit:

www.gsma.com/m4h

Artificial intelligence

Bryce Hartley

AI ACROSS the GSMA

UNLOCKING AND DEMOCRATISING THE AI OPPORTUNITY

RESPONSIBLE AI

MAINSTREAM

Responsible AI maturity roadmap

STRATEGY

GUIDE

Priorities and Trends
Knowledge Share between TF members

PROFILE

AI State of the Market

DATA & SYSTEMS

SAFEGUARD

Security tool to capture anomalies

TEST & DEVELOP

Foundry Challenges
M4D Innovation Fund

PRODUCT

UNLOCK

Frameworks & use cases

TALENT

LEARN

GSMA Advance

ECOSYSTEM

KNOWLEDGE SHARE AI For Impact Task Force

ADVOCATE Policy environment, international organisations and capacity building

SUPPORT Industry position and messaging

PARTNER Donors and start-ups in emerging countries

GSMA AI for Impact Initiative

Founded in 2017, the AI for Impact (AI4I) initiative collaborates with partners across the public and private sectors to commercially scale responsible AI for a better future

AI in Action



Real-world AI implementations to drive business efficiencies, revenue opportunities and support SDG acceleration

Frameworks



Common framework on technology, ethics, policy, ecosystem and business models – driving uptake and scale

Global Taskforce



AI Leads from **27** mobile operators accounting for more than **two billion** connections in **100+** countries

Partners



Global thought leaders from UN agencies, governments, international organisations, academia and the private sector

AI for Impact Taskforce and Partners

Partners



Taskforce



GSMA™

AI for Development in Africa and Pakistan

Central Insights Unit (CIU)


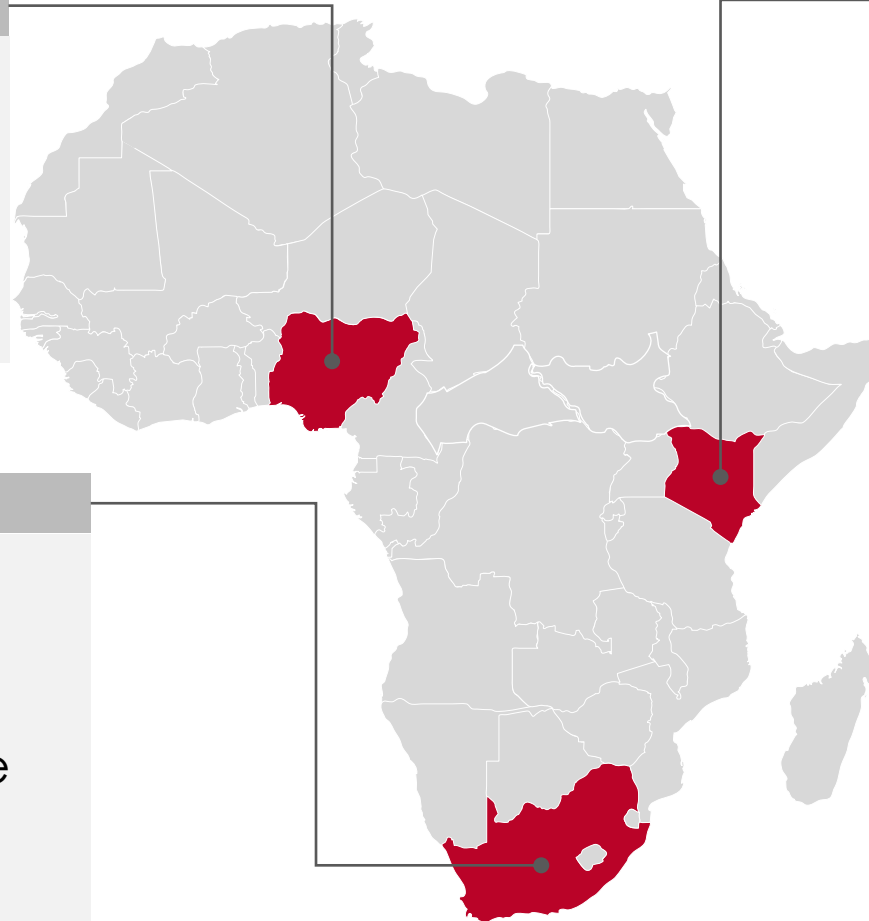


Opportunities across the continent



Nigeria

- Technology hubs
- Entrepreneurship
- Supportive government policy



Kenya

- Technology hubs
- Talent Pool
- Supportive government policy



South Africa

- Talent Pool
- Supportive government policy
- Digital Public Infrastructure

Cross-Cutting

- Global tech companies set up offices
- Growth in infrastructure

Artificial Intelligence has the potential to accelerate socio-economic development



Sense

- **Computer vision** - For image and video analysis
- **Audio processing** - For recognizing and interpreting sounds and speech



Comprehend

- **Natural language processing (NLP)** - For processing and understanding human language
- **Knowledge representation** - Techniques for representing information about the world in a form that a computer system can utilize to solve complex tasks



Act

- **Machine learning** - Algorithms that learn from and make predictions or decisions based on data
- **Expert systems** - AI systems that use knowledge and inference procedures to solve problems that are difficult enough to require significant human expertise for their solutions

Projected impacts of AI on the global economy by 2030:

USD 15.7T

Additional expected contribution to global economy by AI in 2030

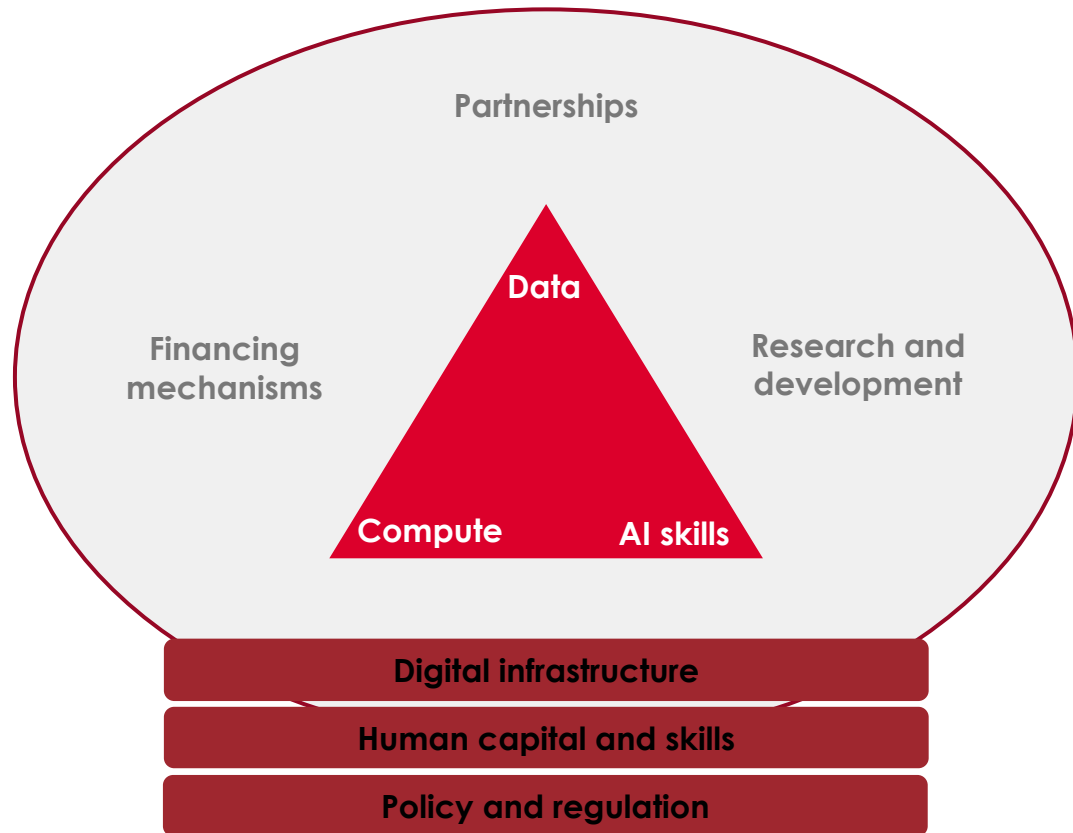
+14% GDP

Expected to global GDP; country GDP will grow between 5.6% - 26%

~300

AI use cases have been identified that will transform sector outputs

GSMA's AI Ecosystem Framework



- Digital economy foundations
- AI fundamentals
- Cross-cutting enablers

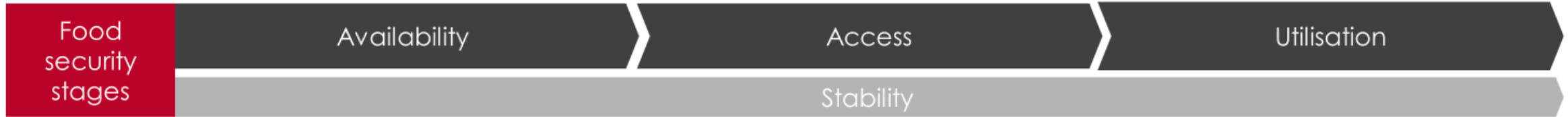
Key actors

- Government departments
- Start-ups and private sector
- Academic/research institutions
- NGOs and CSOs
- Development partners

Impact areas

- Agriculture and food security
- Climate action
- Energy
- Health

AI tools can play an important role in addressing challenges and leveraging opportunities across the food security stages



Challenges

- Food Instability
- Insufficient food production
- Market Linkages
- Price Volatility
- Nutrient intake
- Food waste

AI Tools

- Food insecurity 'nowcast'
- Analysing climate change impact
- Food insecurity 'forecasts'
- Assessing supply chain disruptions
- Malnutrition mapping
- Optimising crop yields

Context:

Pakistan is particularly susceptible to natural hazards due to its high temperatures, arid landscape and geographical location.

Prone to floods, earthquakes and forest fires

Ranked 8th in the Global Climate Risk Index in 2021

Faces substantial impacts from climate change.

Research Objective:

Highlight the role that AI can play, and is already playing, in reducing forest fires globally.

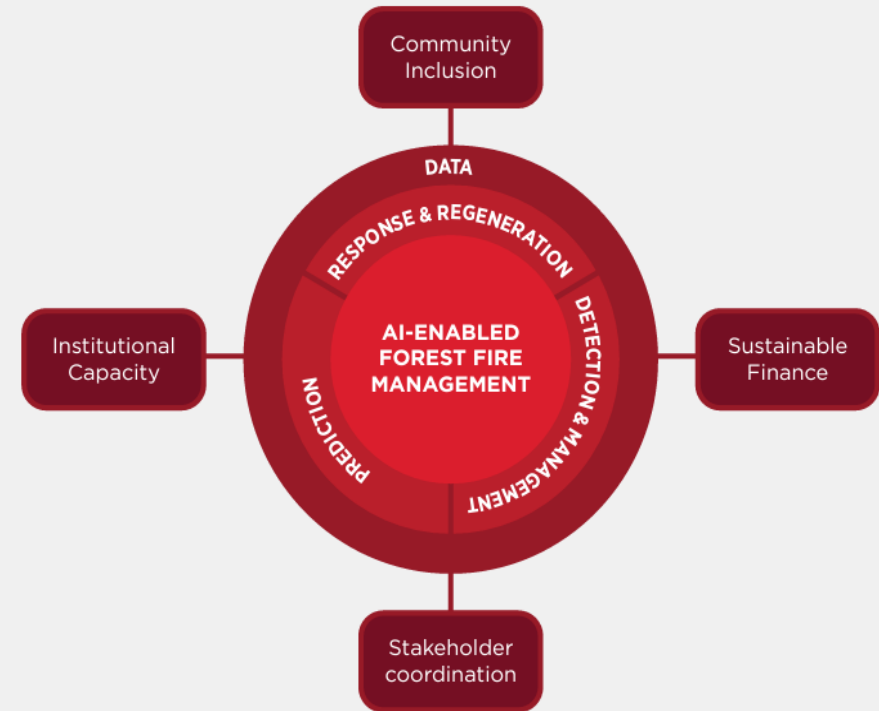
Assess how a sustainable, multi-stakeholder AI-based solution can be deployed for forest fire management in Pakistan.

An assessment of current forest fire management practices in Pakistan

Identification of key enablers for an AI-based forest fire management system and a readiness assessment for the country

A roadmap to deploying an AI-enabled forest fire system

A framework for deploying an AI-enabled forest fire management system



Source: GSMA Mobile for Development

M4H & AI4I – disaster resilience



Exploring AI use cases in disaster resilience and building a framework



Mapping out current and potential mobile industry engagement



Strengthening partnerships with humanitarian actors

RESPONSIBLE AI in 2024

MAINSTREAM Responsible AI maturity roadmap

From principles to practice

- ❖ Collaborating to develop maturity roadmap
- ❖ Drive adoption with mobile operators
- ❖ Supporting implementation into BAU
- ❖ Connecting beyond telco to share and learn

Learn more

Central Insights Unit

Eugenie Humeau, Insights Manager, ehumeau@gsma.com

Nigham Shahid, Senior Insights Manager, nshahid@gsma.com

<https://www.gsma.com/solutions-and-impact/connectivity-for-good/mobile-for-development/blog/understanding-ai-for-sustainable-development-in-africa/>

AI4I

Mojca Cargo, Director AI4I, mcargo@gsma.com

<https://www.gsma.com/betterfuture/resources/ethicsplaybook>

M4H

Bryce Hartley, Senior Strategic Partnerships Manager, bhartley@gsma.com

Thank you!



Break

30 min

Communication as Aid

- **Liz Hendry**, Programme Lead, CDAC Network
- **Claudiu Mateescu**, Head of Telecom sector, ICRC
- **Stijn Aelbers**, Humanitarian Advisor, Internews
- **John Warnes**, Innovation Officer, UNHCR
- **Phyza Jameel**, Global ETC Programme Advisor, WFP

John Warnes, UNHCR



John Warnes, UNHCR

Key Updates

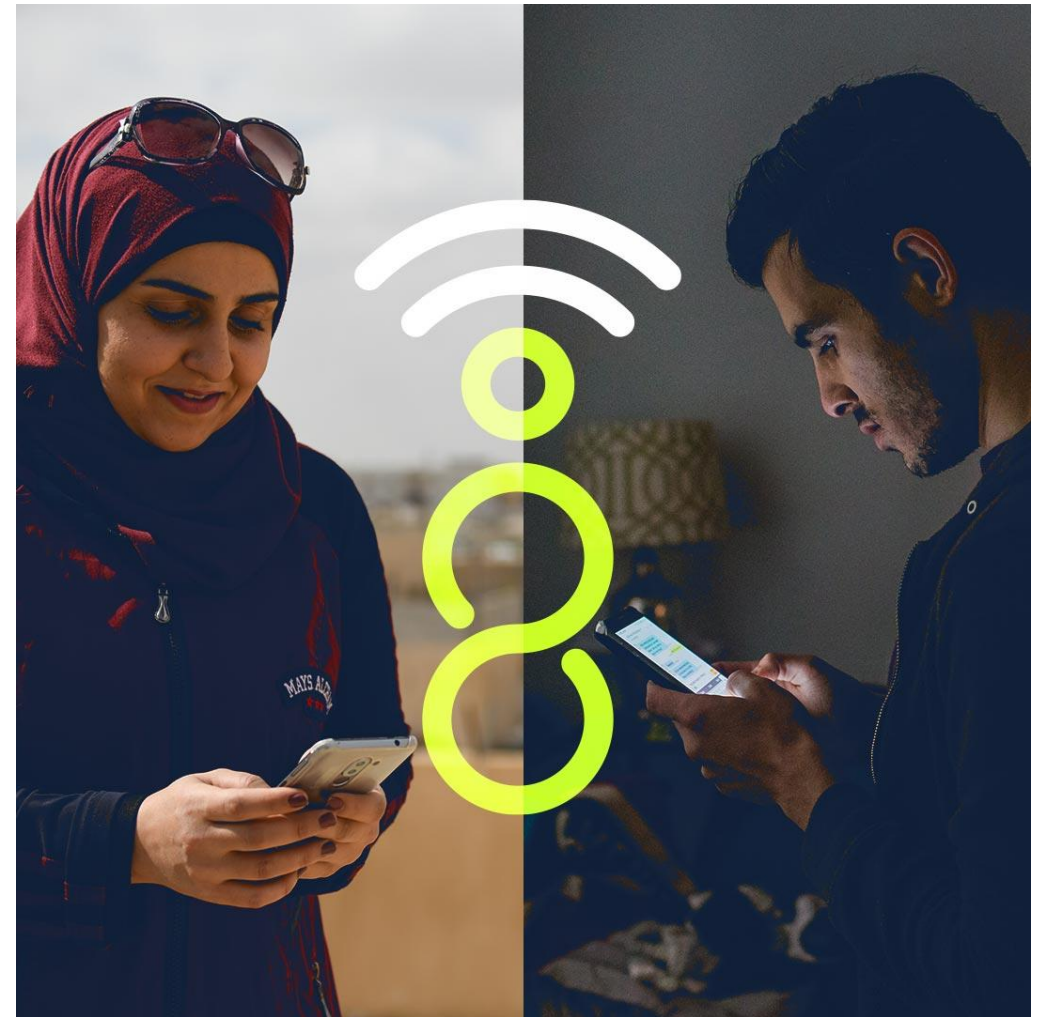
- Launch of new multi-stakeholder initiative to advance connectivity for 20m forcibly displaced people and their hosts by 2030
- Founded by UNHCR, GSMA, ITU and the Government of Luxembourg
- Securing government pledges around the agenda through Global Refugee Forum and Partner to Connect processes (Egypt, Ethiopia, DRC et al.)
- Initial steps taken to set up the foundations of the initiative
- Read more at www.refugeeconnectivity.org



John Warnes, UNHCR

Moving Forward

- Friday 26th session: Connectivity for Refugees 13:00 – 16:30
- Country Prioritization 2024
- Recruitment of National Coordinators across countries
- Partnerships and Governance
- National Platform Development
- Development of Connectivity for Refugees Emergency Handbook Entry



Liz Hendry



Liz Hendry, CDAC

Key Updates

- CDAC Network as a pioneer of Communication as Aid
- Committed ETC member, including shaping Services for Communities (S4C)
- Gaza, Sudan, Ukraine, Libya, Morocco, Kenya, PNG, Syria-Turkey
- Key touchpoints
 - In country - Communities of Practice, Gaza
 - New work on digitalisation, A.I and communities
 - Harmful information

Liz Hendry, CDAC

Moving Forward

- New areas of strategic alignment building on expertise
 - Embedding safety by design and community engagement into technology infrastructure.
- CDAC offer
 - CDAC expert pool training, capacity-bridging, policy and convening
 - CDAC as a multiplier
 - CDAC horizon scanning
 - CDAC bridge to media development / non-humanitarian actors

Stijn Aelbers



Internews
Local voices. Global change.

Stijn Aelbers, Internews Key Updates

Projects (closed)

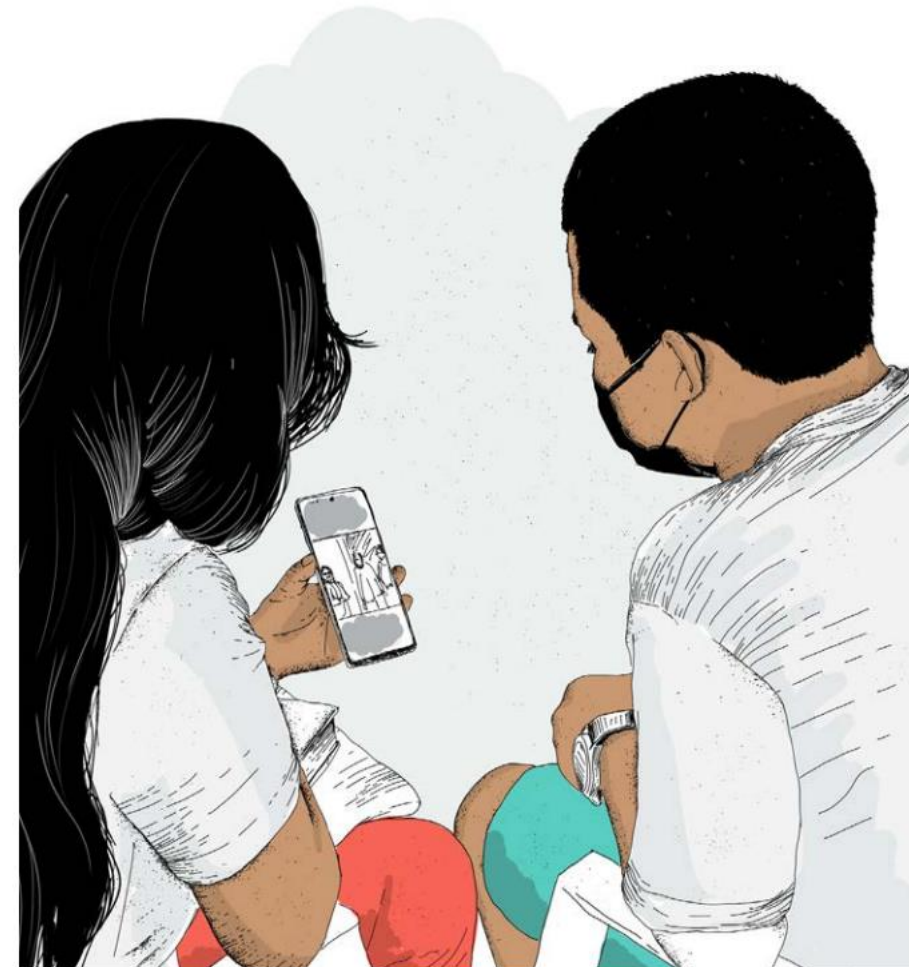
- Rooted in Trust – Misinformation & COVID-19 close out in 10 countries (BHA)
- Sudan - social media engagement & analysis (H2H - in collaboration with DEMAC & CDAC)
- Chad: Information ecosystem assessment at border with Sudanese refugees
- Moroccan Earthquake - psycho-social support for journalists responding to earthquake
- Dominica & Barbados: support media to report on natural disasters
- Moldova: Reports on online discourse on people from Ukraine (IOM) feedback mechanisms (UNCHR)

Projects (ongoing)

- South Sudan: Feedback Collection & Information for Sudanese refugees & returnees (in collaboration with WFP)
- Sudan: 2-way communication & analysis - Signpost (in collaboration with IRC & NRC)
- Dominican Republic: 2-way communication with Haitian migrants - Signpost (in collaboration with IRC)
- Palestine: Humanitarian support for media-related programming in Westbank (active) and Gaza (remotely)

Thematic Resources

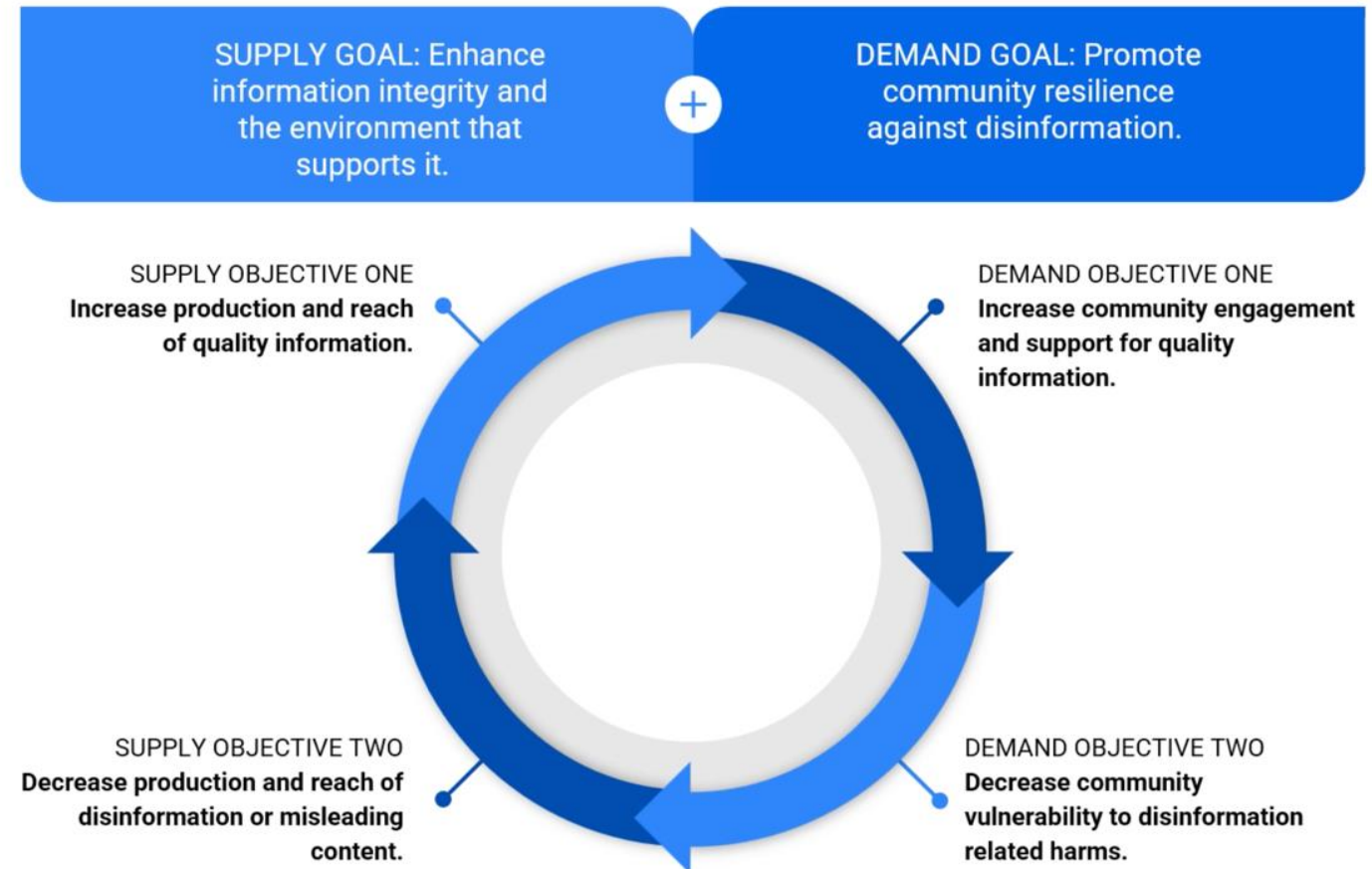
- Information-related protection - CVBP toolkit
- Trust - new tools available



Stijn Aelbers, Internews Moving Forward

- **Geographic focus**
 - - Asia Pacific: The Pacific region, Afghanistan
 - - Africa: South Sudan, DRC, The Sahel region, Zimbabwe
 - - LAC: DR/Haiti, Colombia, Ecuador
 - - MENA: Sudan, Yemen, Iraq
 - - E&E: Moldova, Armenia
- **Thematic Focus**
 - Information related protection/risks & harm
 - Trust
 - Information integrity (incl mis- disinformation)
 - Accountability X Localization

Information Integrity



Claudiu Mateescu



ICRC

Claudiu Mateescu, ICRC

Key Updates

Goal

Facilitate access to Internet on the field for affected people to help connect with relatives, use ICRC services or find help in a way that does not harm privacy and cyber-security and takes into consideration the local contexts and limitations.

Connectivity as Aid as a Product

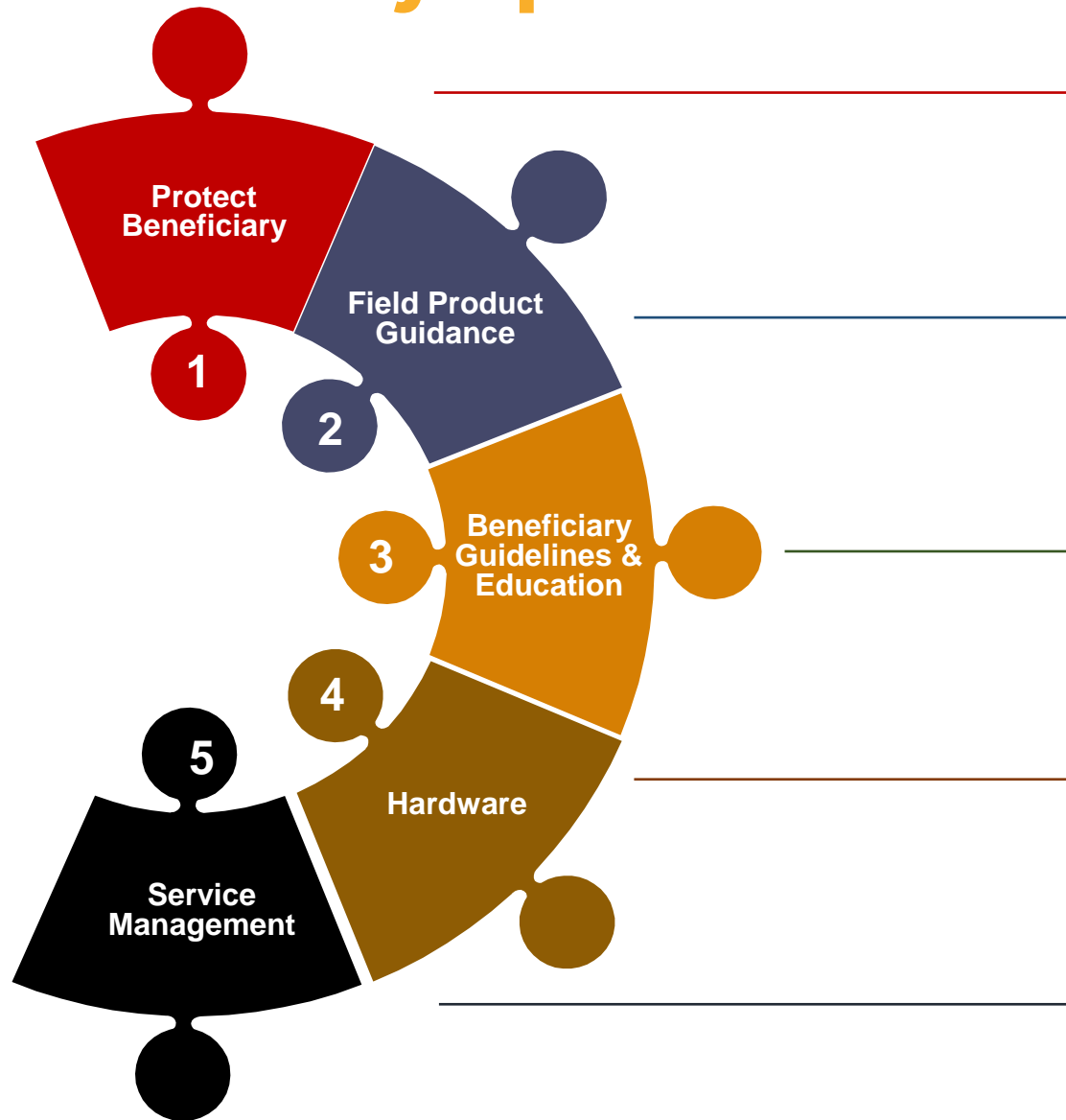
Comprehensive 'toolkit' for facilitators addressing multiple aspects: guidelines and templates, hardware,...

Connectivity as Aid as a Service

Connectivity provided to affected population

Claudiu Mateescu, ICRC

Key Updates & Moving Forward



1

Do no harm. Ensure user safety, restrict harmful content, and prioritize privacy by avoiding individual usage capture. We implement firewalls for enhanced security.

2

Provide valuable guidance and support to delegation, assisting in optimal product deployment, configuration and utilization.

3

Tailored terms & conditions for product usage, outlining user rights, responsibilities, agreement requirements, and educational resources to promote safe user behavior.

4

Supply standardized hardware, configured to support the product effectively.
Can be Value proposition 1 or/and 2 or/and 3 also can evolve in the future based on needs

5

Offer services including configuration, monitoring, troubleshooting, and exit strategy, ensuring seamless product support.

Service management will need to be adapted depending on Value Proposition 1, 2 or 3.

Phyza Jameel



Global ETC

Key Updates

Sahel

- **ETC Services Centre, Diffa, Niger** (cybercafé, internet hotspot, phone booths)
 - 13,000 visits since July 2023. 12,730 visits (43% from women)
- **ETC Services Centre, Dori, Burkina Faso** (cybercafé and internet hotspot)
 - CoNUA toolkit utilized to design and implement needs assessments
 - Pre-opening March 2024, official opening June 2024
- **ETC Services Centre, Mbera refugee camp, south-east Mauritania**
 - Scoping mission completed, site location identified, procurement initiated

Madagascar

- **Inter-agency CFM** – 50,000+ calls from affected populations since December 2022

Ukraine

- **Connectivity** services in **Novy Bug, Mykolaiv region**
- Pilot project covers 8 Invincibility Points – government-run shelters for civilians
- In January 2024, invincibility points were the only source of connectivity for the affected population for 5 days

Sudan

CONUA tool kit to be adapted to initiate services for communities.

Chatbot

- Collaboration with INKA Google Innovation Accelerator to build a framework for implementing an **AI-assisted emergency information service**

Looking Forward

Connectivity as aid

- Setting up additional sites in Sahel countries
- Advocacy to get it recognized as integral to humanitarian response and is a connectivity of Human rights.
- Service package to be consolidated with partners.

Common Feedback Mechanisms (CFM)

- Increasing outreach to the governments, especially for preparedness countries
- Designing chatbot framework

Engagement/consultation on AI for communities

- Converging private sector and ETC Partners to have a collective position on AI.

Breakout Groups

SUSTAINABLE CONNECTIVITY

What are the key operational, governance and business model challenges, to enable communities to self-sustain the connectivity services set up by ETC Partners.

FRAMEWORKS, LAWS POLICIES

What are the current policies, frameworks, national laws, broader digital risk frameworks, regulations, which are posing a bottle neck for us to set up principled connectivity as aid services in humanitarian crises?

USE, USER AND USECASE

Going back to the core, are we missing any collective ways to define our User? Between sudden onset to Protracted crises, from refugees to host communities, who is ETC's primary user, who needs connectivity services?

AI FOR POPULATION GROUPS

Gen AI, or AI? What are our current hypotheses for using AI vis-à-vis affected population groups? Where, and where not we see a value? What we don't we know yet?

What are the main questions? What don't we know yet, what are our hypothesis?
As a group together, come together and write 2 – 5 key questions about the thematic area.

Its not about answers and solutions, lets ask the right questions?

	Sustainable Connectivity	Frameworks	Users/Uses	AI
Moderators	Nizar	Oscar	Dane	Caroline
	Helen	Matt	Liz	Lars
	Heather	Gilles	Zoe	Barnaby
	Kimberly	Bryce	Dulip	Claudiu
	Patrice	Stijn	Lea	Tarig
	Elizabeth	Mats	Daniel	Vanessa
	Judith	Jerry	Sebastien	Joseph
	Kareem	Daniel	Nabiha	Bhavin
	Jay	John	Mark	Olly
	Phyza	Lena	Brent	Priya

Thank you!

Social Event (optional)

- ❑ Location: Vinegar Yard
- ❑ Time: 19:00



Group picture



Wrap up Day 1

ETC Plenary Meeting Day 2

Opening & Welcome

April 25, 9:00 am



Progress towards the ETC2025 Strategy implementation

- **Brent Carbno**, Global ETC Coordinator, WFP

ETC2025 Strategy

ETC2025



Our vision:

A world where safe and local access to reliable communications is always available.

How we do it:

ETC's mission is to **coordinate** a network of partners to **deliver reliable** technology and services that **enable** resilient communication environments to meet humanitarian needs.

Strategic pillars:



Who we engage:

Humanitarian responders

Governments and regional institutions

Communities

Global and local partners

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.



➤ Improved assessments, situational awareness and processes:

Achievements:

- Needs Assessment & transition approach in place + deactivation checklist
- ConUA toolkit, Emergency Telecom Questions Bank (REACH)

Pending and ongoing:

- ETC toolkit to help deactivation or activation justifications.
- Improve the link to development & recovery – ETC impact “after response”.
- Strengthen engagement with all local actors.

➤ Capacity and resources

Achievements:

- Rapid response solutions & partner capacity available
- Training & learning activities aligned to the ETC service catalogue and core activities
- ToT to promote for field/regional learning
- Competency framework developed with ongoing development of learning pathways

Pending and Ongoing:

- Development of shared course catalogue, equipment repository (ongoing)
- Revision of technical training needs and engage/track field training

➤ **Equipment availability**

Achievements:

- WFP FITTEST emergency stock of equipment in Dubai.
- Partners equipment in Dubai or at duty station for easy deployment / maintenance.
- Disaster Connectivity Map in place and maintained by ITU for sudden-onset
- ETC Website host information resources about countries and emergencies.

Pending and Ongoing:

- Clear guidance for use of ad-hoc solutions (where there is limited availability of equipment and/or strict restrictions on importation)
- Access may be limited for some partners equipment in conflict settings

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.



➤ Enable coordination with governments, and regional/local capacity building

Achievements:

- National emergency telecoms preparedness roadmaps established in Mozambique, Madagascar & Bhutan.
- NETP (ITU) undertaken in high-priority countries.
- Regional resilience & preparedness workshop delivered by GSMA-ITU-ETC in Barbados in 2023 which included governments, private sector, academia and humanitarian organizations.
- Country prioritization methodology in place.

Pending and Ongoing:

- How to ensure community-level government can be more actively engaged in response efforts?

➤ **Local capacity building**

Achievements:

- ETC-ITU Tampere Convention resource translated into Spanish, English and French
- Several SIMEXs designed & delivered by Global ETC, ITU and GSMA
- ETC-ITU-GSMA-UNICEF prepared jointly a ToT course for running and designing SIMEXs, with the goal of creating a pool of experts across agencies worldwide.

➤ **Support access to early warning systems for communities and national governments**

Achievements:

- The ETC is working closely with ITU – leading efforts - to advocate for early warning for all.

Pending:

- How can the ETC network better support the initiative and its advocacy?

ETC Strategic Pillar 3: Empowered Communities

→ Enable relevant and localized communication services to empower under-connected communities with the ability to communicate and access information.



➤ Enable relevant and localized communication services to empower under-connected communities with the ability to communicate and access information:

Achievements:

- REACH and the Global ETC team conducted review of the ETC indicators for the Multi-Sectoral Needs Assessment (MSNA).
- Madagascar inter-agency CFM operational since December 2022 where more than 50,000 calls have been received by the operators, providing the required information to the affected population.
- Global ETC assisting AAP WG in Central African Republic, to maintain and improve inter-agency CFM, comprising more than 30 UN agencies and NGOs.
- Global ETC, in collaboration with WFP & with the support of Government of Luxembourg, opened 2 digital centers, for the population: in Diffa (Niger) and Dori (Burkina Faso). CoNUA toolkit used for design and implement needs assessments in Burkina Faso, enabling ETC to design ICT services that will best meet community needs in Dori, Burkina Faso.
- Selected by WFP Innovation Accelerator to work with Google to develop a more effective chatbot, utilizing technologies such as generative AI.

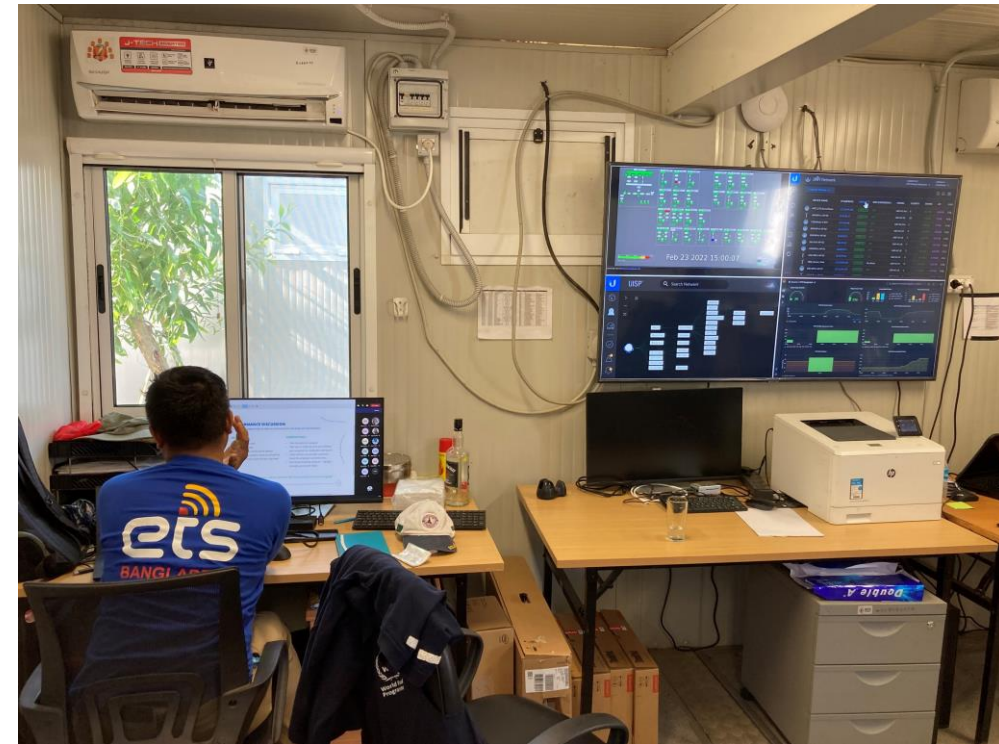
Pending:



• Model to deliver these types of services on a large scale and all scenario

ETC Strategic Pillar 4: Innovative and Sustainable Technology

→ Facilitate the provision of best-in-class and appropriate technology and solutions to foster a culture of innovation to deliver quality services.



- **Facilitate the provision of best-in-class and appropriate technology and solutions to foster a culture of innovation to deliver quality services.**

Achievements:

- Global capacity and solutions in place through ETC partners
- Local solutions leveraged in places such as Yemen and Sudan where the importation of equipment is extremely complicated and time-consuming (or not even possible)
- Draft Cybersecurity guidelines in place

Pending:

- Ensure minimum requirements for security and setup of ETC services continue to be standardized for all operations regardless of solutions used

ETC Strategic Pillar 5: Strategic Partner Coordination

Harness an engaged partnership network that provides outstanding coordination and support to enable better service delivery at the local level.



➤ **Harness an engaged partnership network that provides outstanding coordination and support to enable better service delivery at the local level.**

Achieved:

- Return on Investment (ROI) of partnerships consistently surpassed its minimum target so far.
- Fostering transparency: open communication channels, publishing of meeting minutes from SAG on the website, maintaining communication via email and mailing lists (i.e. newsletter), and organizing regular partner calls.
- KPIs updated with the new partnership model, and yearly evaluation calls with members are set up to hold each other accountable and discuss potential challenges and improvements.

Pending/Ongoing:

- Involving a wider variety of partners, including private sector, to ensure that the new partnership model doesn't create competition but instead covers the growing scope of needs and operations
- Recognizing & addressing challenges around the increasing difficulty in deploying and importing equipment in conflict contexts, focusing not just on response and deployment but also on broader aspects.
- Efforts ongoing to bring together all stakeholders to enable the ETC to play its role as a coordinating body, facilitate resource sharing, and avoid duplication.

Operational Partnerships: leveraging local private sector

Kareem Elbayar, Private Sector Engagement Advisor, OCHA

Operational Partnerships: Leveraging the Local Private Sector

ETC Plenary Meeting
25 April 2024



Agenda

01

OCHA's New
Private Sector
Strategy

02

Overview of the
OCHA-UNDP
Connecting
Business
Initiative

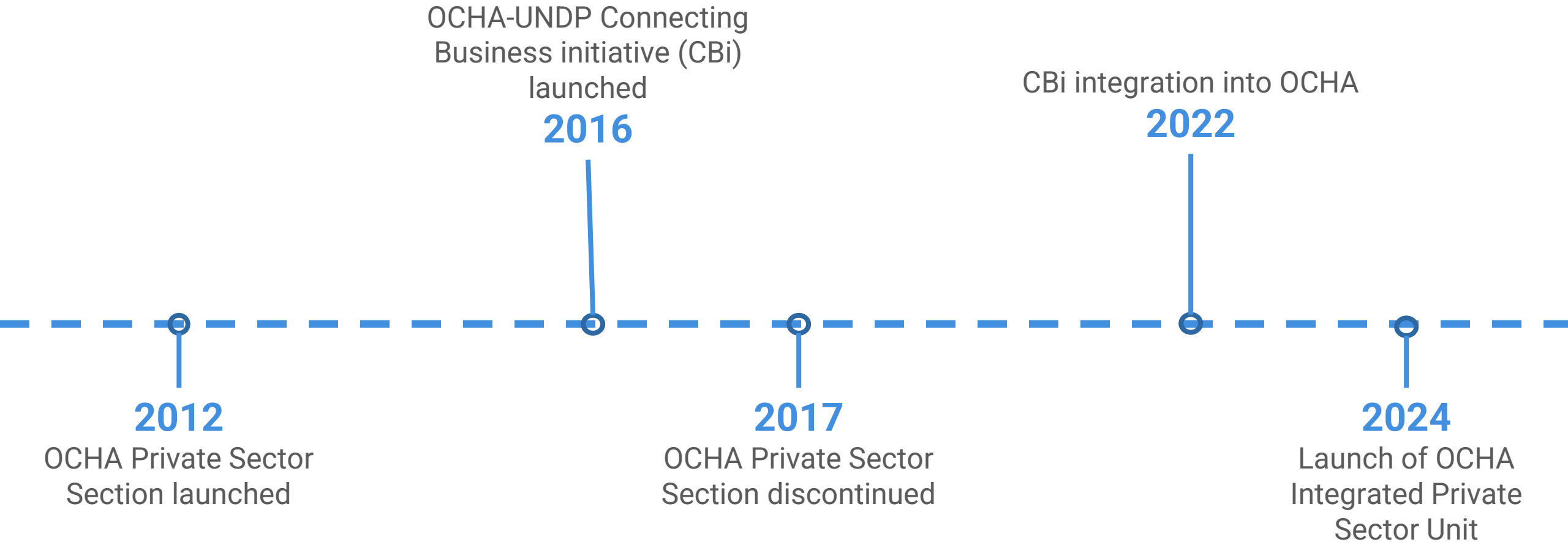
03

Lessons Learned
for the ETC



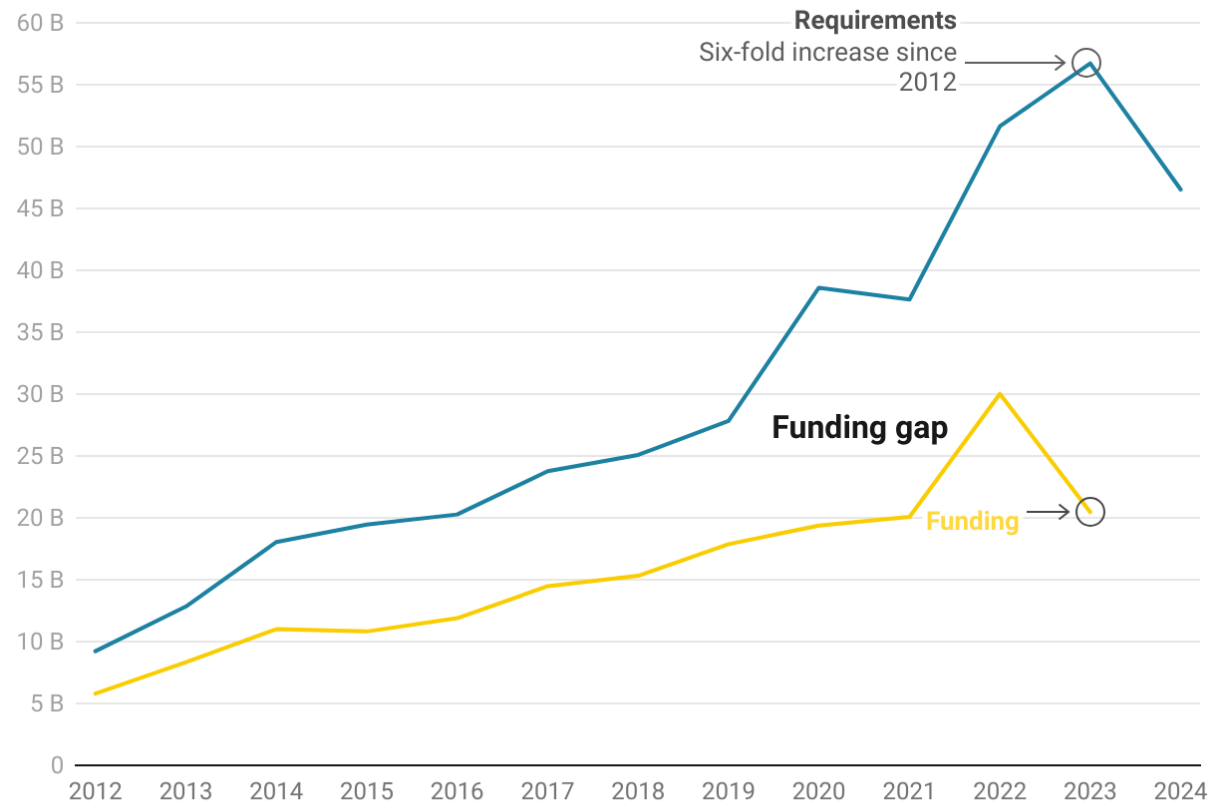
OCHA's New Private Sector Strategy

OCHA's Private Sector History



Why Now? Humanitarian Context

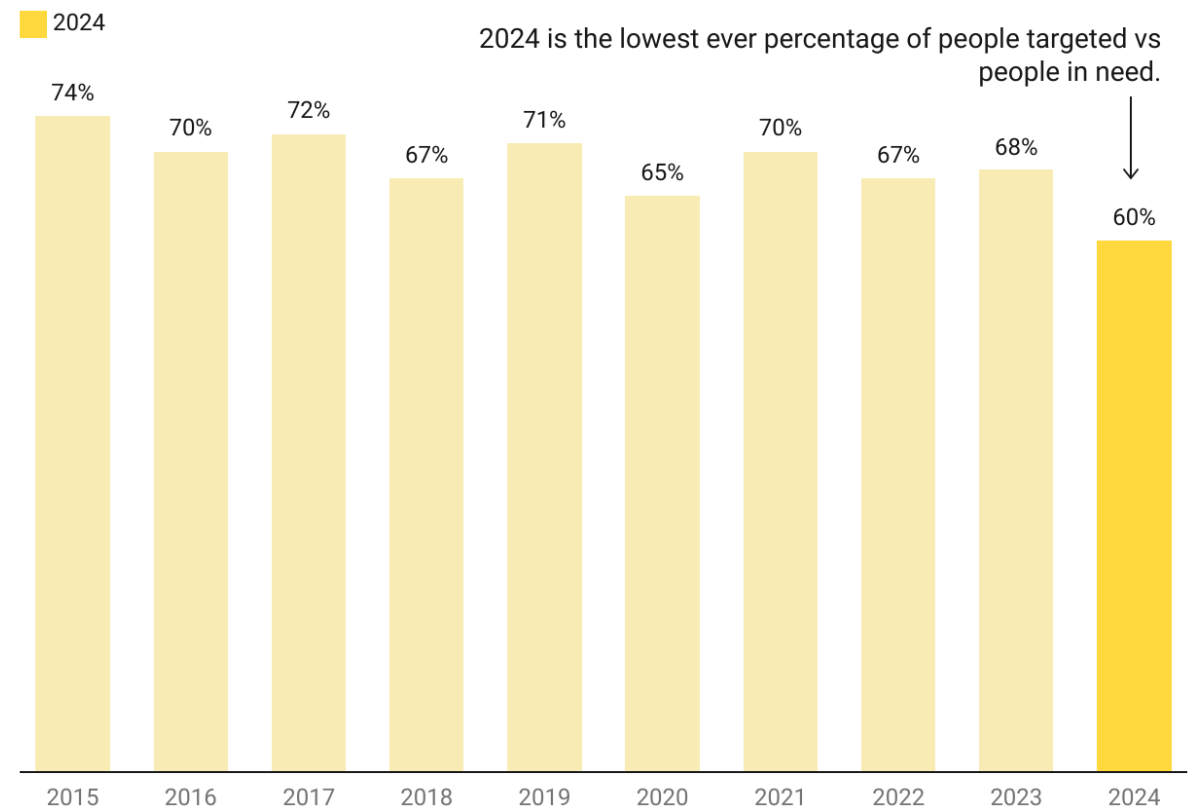
Appeal funding gap 2012 - 2023 (as of 5 Dec 2023)



All requirements and funding between 2012 and 2022 are as of end-year. Requirements and funding for 2023 as of 5 December 2023.

Chart: Global Humanitarian Overview 2024 • Source: Financial Tracking Service

Percentage people targeted vs in need



People in need and people targeted for countries with Inter-Agency Coordinated Appeals.

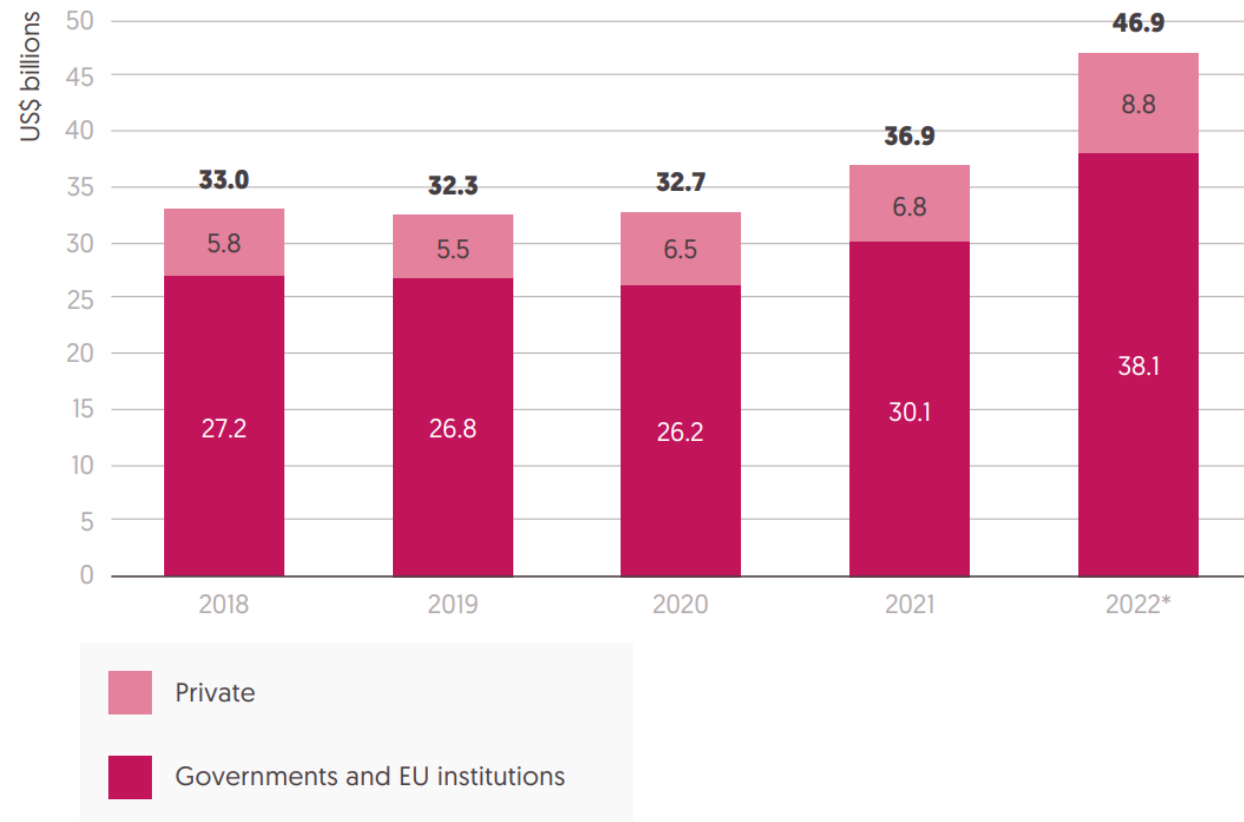
Chart: Global Humanitarian Overview 2024 • Source: Humanitarian Action

Why Now? Business Context

Figure 1.3

International humanitarian assistance from public and private donors grew by over a quarter in 2022

Total international humanitarian assistance, 2018–2022



Why Now? Business Context



Businesses cannot succeed in a failing world [and] coordination is key. Humanitarian relief has long been the domain of government, philanthropic and development institutions. The private sector was seen as a source of financial donations for supplies and in-kind aid. That has changed. **Money is still important, but companies can offer so much more.** The private sector stands ready to tackle the challenges at hand in partnership with the public sector.

Michael Miebach
Chief Executive Officer, Mastercard



2024 OCHA Private Sector Strategic Overview



Mobilize and coordinate the private sector during humanitarian emergencies



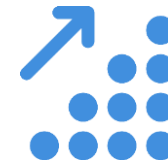
Increase private sector contributions to humanitarian system-wide funds



Position OCHA as a thought leader on private sector engagement



Provide internal advice and support to OCHA leadership and staff



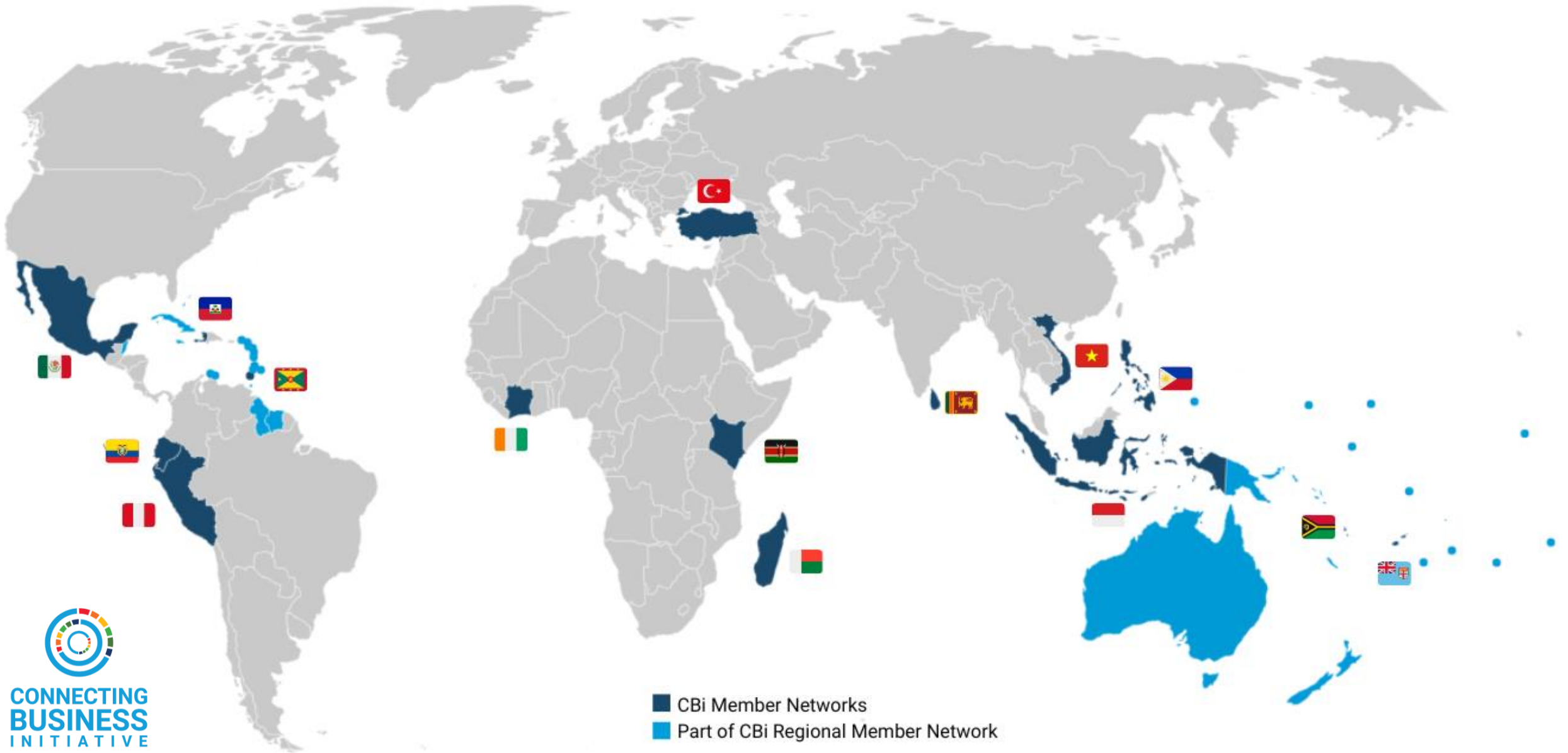
Develop and manage key partnerships to maintain and grow private sector portfolio



Overview of the OCHA-UNDP Connecting Business Initiative



CBi Global Presence



Since 2016, CBI Member Networks have ...



Responded to
159
disasters



Helped
51 million
people



Mobilized
\$115 million



Questions and Feedback



Lessons Learned for the ETC



ETC2025 Partnership Model

Local partners The ETC will engage local partners based on contextual needs and working relationships with WFP, the ETC and its members. The ETC will collaborate with organizations that wish to forge partnerships at the local level, even if they are not engaged at the global level. These local partners **could be involved in various ETC related initiatives, such as the implementation of services for communities' projects, emergency response operations, or preparedness activities.** Local partners are critical to humanitarian efforts because of their local knowledge, leadership and collaboration capabilities. Although humanitarian principles should be the guiding force for all partner actions, local partners are not limited to humanitarian organisations, as the private sector and governments should also be considered key partners.

Local partners The ETC involves local partners in the planning, implementation, and monitoring of emergency telecommunication initiatives, by **seeking input, addressing concerns, and ensuring local needs are taken into account.** This fosters trust, increases community engagement, and improves the overall impact of ETC activities. Local actors are critical to service provision and the extent to which outside intervention and capacity will be required to support the delivery of ETC services. Local partners will be encouraged to provide their perspective in global ETC meetings where it would be appropriate to do so. It is vitally important that local voices are heard to ensure the ETC members, partners, and associated ETC services are fitting the needs in the field.

Discussion Questions

- 1. How can we better articulate the benefits of ETC membership for local businesses?**
- 2. Do we already have examples of local business collaboration with the ETC?**
- 3. Are there existing CBI Member Networks that can be leveraged for pilot initiatives?**



THANK YOU!

OCHAPrivateSector@un.org

Coffee break

30 min

Future outlook – Review of ETC services

- **Kimberly Brown**, GSMA Head of Mobile for Humanitarian Innovation

ETC activities (core clusters functions)



Coordination

Ensuring Collaboration with partners and relevant groups



Information Management and Communications

At the Global-level and for operations where ETC/ETS is activated



Country Preparedness

Supporting national governments in leading disaster response (managing systems, mechanisms, tools, and resources)



ETC Global Preparedness

By considering Preparedness at all stages of an ETC response plan, the ETC conducts sustainable and durable response activities that contribute to country resilience and ICT preparedness



Capacity Building

Building capacity of humanitarian responders through trainings and simulations

Who we serve



ETC services (since 2020)



Telephony

Voice communication is essential for effective communication, regardless of the situation or customer segment



Local Broadcaster Support

The ETC provides technology solutions and infrastructure support to local broadcasters affected by disasters



Common Feedback Mechanism

The establishes effective two-way communication systems that facilitate dialogue between local communities and assistance providers



Internet Connectivity

Access to the internet has become an essential service for all ETC users



Customer Support

The ETC provides technical support for users to enable them to access all ETC services including internet connectivity and telephony



Security Communications Systems (SCS)

Two-way VHF radio networks to cover common operational areas



Unmanned Aircraft Systems (UAS) Coordination

Drones for efficient and effective enhancement of traditional humanitarian response solutions

EXERCISE

- Divide into 4 groups to discuss the ETC services:
 - Are they still relevant? Any considerations to retain relevance?
 - Any services that are no longer valid?
 - Any new services that shall be considered?
 - Remember to think in terms of users (governments, affected communities, humanitarians)
- 45 minutes to discuss
- 3 minutes per group to report back

	Group 1	Group 2	Group 3	Group 4
Moderators	Nizar	Gilles	Lars	Matt
	Zoe	Barnaby	Helen	Liz
	Bryce	Claudiu	Dulip	Patrice
	Stijn	Lea	Tarig	Sebastien
	Daniel	Elizabeth	Mats	Vanessa
	Joseph	Nabiha	Judith	Jerry
	John	Bhavin	Olly	Daniel
	Oscar	Kareem	Kamal	Mark
	Lena	Jay	Dane	Phyza
	Kimberly	Brent	Priya	Caroline
	Nizar	Gilles	Lars	Matt

Lunch break

1h 30 min

Future outlook – common approach towards emergency preparedness

Panel discussion

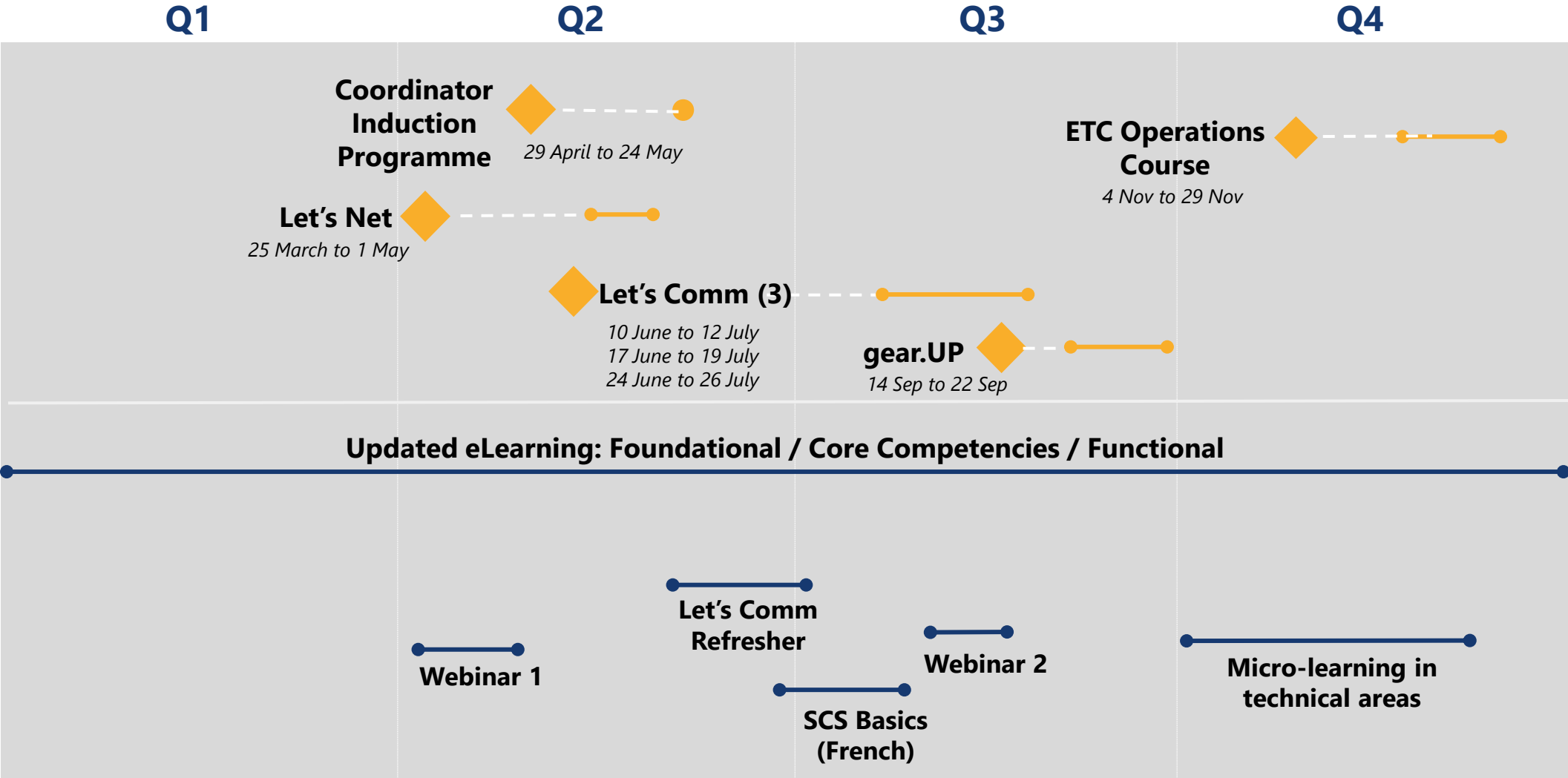
- **Moderated by Joe Burton**, Senior Policy Advisor, U.S. Department of State
- **Bryce Hartley**, Senior Strategic Partnerships & Market Engagement Manager, GSMA
- **Vanessa Gray**, Head Environment & Emergency Telecommunications Division, BDT, ITU
- **Nabiha Faruqui**, ICT Emergency Specialist, UNICEF
- **Phyza Jameel**, Global ETC Programme Advisor, WFP

Future outlook – Capacity Building

Priyajeet Arora, Global ETC Project Officer Learning & Development, WFP

ETC Update and Approach

Global ETC: Delivery Calendar 2024



Scheduled application-based blended courses

e-content and standalone virtual sessions

Global ETC: Additional planned/ongoing activities

- Learning pathways for ETC Responder profiles
- Boost L&D resources in IT/Networking
- More awareness building on Services for Communities
- Strengthen evaluation of learning activities
- ETC Capacity Building Working Group – 2024 outputs

2024: Expected outcomes

Greater support to regional/country-based training

Continued delivery of capacity building activities

Strengthened evaluation and measurement of outcome/impact

Enhanced collaboration with partners

ETC Competency Framework: Now and Next



Capacity Building Objective - deliverable mapping & learning pathways for ETC Responder profiles

Competency to Learning (IMO example)

INFORMATION MANAGEMENT (IM) OFFICER

Click on each button to go to the levels for each functional competency:



[Click to return to all ETC roles](#)

Functional competency 2: Reporting and information sharing

Description: Synthesize information from various sources to create compelling and impactful situational reports and other operational products with the intent of influencing others

High-level training objectives by competence level:

- 1. Early performer:** Identify key information from various sources relevant to ETC activities and analyze this information to determine its significance and potential impact.
- 2. Developing performer:** Adapt writing style and language to suit different audiences, including internal documents, ETC Partners, social media, and communications pieces, ensuring clarity and accessibility.
- 3. Competent performer:** Produce texts, dashboards, infographics, and other types of visual presentations that explain complicated processes or activities synthesizing information to create compelling narratives.
- 4. Supervisor:** Craft situational reports and operational products that not only provide clear and accessible explanations but also strategically influence stakeholders and build support for the work of the ETC.

IM Officer – Content pathway

Early Performer

Developing Performer

Competent Performer

Supervisor

ETC Foundations
Context of HRO
ETC Induction
Service Mindset
ETC Core Competencies

ETC
IM & Comms Handbook

Coursera
Introduction to Technical Writing

DisasterReady
Humanitarian IM, Communications & Media

Save the Children & UNICEF
T4E Remote: Media, Cluster and Humanitarian Context

UNHCR
ITEMT: Communication, Soft Skills & Stakeholder Engagement

ETC Operations Course

ETC
ETC Website Management
Use of Campaign Monitor

ETC
ETC Coordinator Handbook

Logistics Cluster
IM Training

DisasterReady
Proposal Writing
Data Management in Emergencies
Qualitative Data Analysis

WeLearn
Core 5: Communication

Other LMS
MOOC: Tableau Fundamentals
edX: The Craft of Storytelling
Humanitarian Atlas: OCHA IM Toolbox

gear.UP

UNICEF
Module: Data Collection

WeLearn
Annual Country Report Training

IOM
Dashboards & Evaluations

ETC
ETC Leadership & Management

WeLearn
Leadership & Management Learning Channel
Core 5: Teamwork

- Planned course TBD
- eLearning / Online
- Scheduled Course
- Exercise Simulation

Workshops: Info Gathering – In-Person and Virtual



ETC Capacity Building - Product alignment

Please use this facility to populate more information on the learning resources on offer within your organisations. Learning resources can range from awareness-based webinars or videos to skill-building training and simulations.

* Required

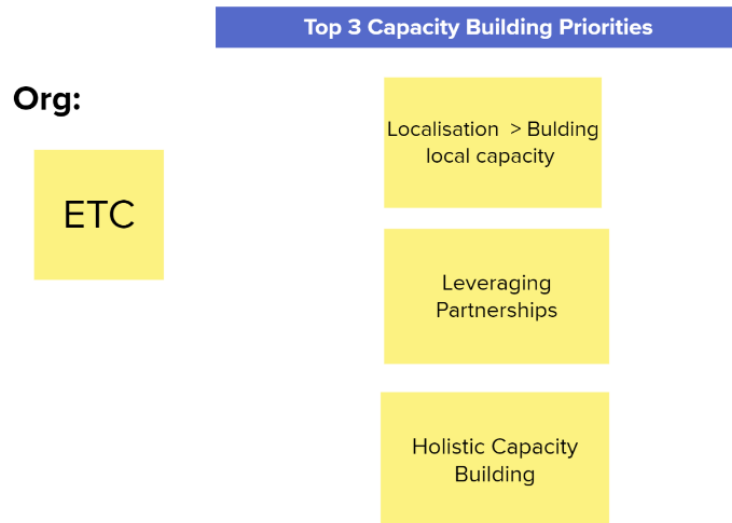
1. Select your organisation *

Select your answer

2. Please list the name of the learning resource *

Enter your answer

Opportunities
&
Challenges



Competency
Alignment



Information Management

	1. Early Performer	2. Developing Performer	3. Competent Performer	4. Supervisor
Relevant Module(s) (can include small course and/or individual module)				

Working Group

Capacity Building Working Group

Background

- Set up in 2021 > enhance collaboration, introduce efficiencies, promote knowledge exchange

Commitment

- Defined Terms of Reference (ToRs) ; Annual outputs and deliverables ; hands-on engagement ; quarterly meetings

Volunteer Members

- Cisco Crisis Response, Ericsson Response, ICRC, IOM, Inmarsat, NetHope, Save the Children, UNICEF,

From Plenary 2023

STRENGTHS

- Expertise (Training/Technical)
- Global Presence
- Local Capacity Building
- Funding
- Sustainability
- Training material availability

WEAKNESSES

- Limited seats on training
- Contextualization
- Lack of standardization and/or coordination
- Lack of trainer roster
- Training facilities
- Languages
- Training material availability

THREATS

- Sustainability
- Funding
- Equipment challenges

OPPORTUNITIES

Equipment hubs / shared stock / regions / responsibility?

Common Syllabus (80-20) – Certification

Shared trainer roster

ToTs – regional (needs buy-in)

Increased access

Video-learning, micro-learning, pre-learning

Languages

Gamification – Badges

Profiling

Working Group – Planned outputs 2024

1. Shared Training Calendar and Course Catalogue
2. Equipment Repository for training
3. Joint Training of Trainer (ToT) Syllabus

Looking Ahead

Global ETC Capacity Building: 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

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.

Looking ahead: 2025

- How can capacity building activities further support the ETC 2025 strategy goals and identified gaps, if any? What else can be done? Are there any untapped opportunities?
- How can what we discussed in the previous session (Future Outlook: ETC Services) impact and inform future capacity building efforts?

Input Gathering: Live Poll

- Go to www.menti.com and enter Menti Code: 12454747
- OR scan the QR Code



Break

15 min

Partnerships outreach

- **Brent Carbno**, Global ETC Coordinator, WFP
- **Lena Bock**, ETC Partnerships Officer, WFP

ETC2025 Partnership Model

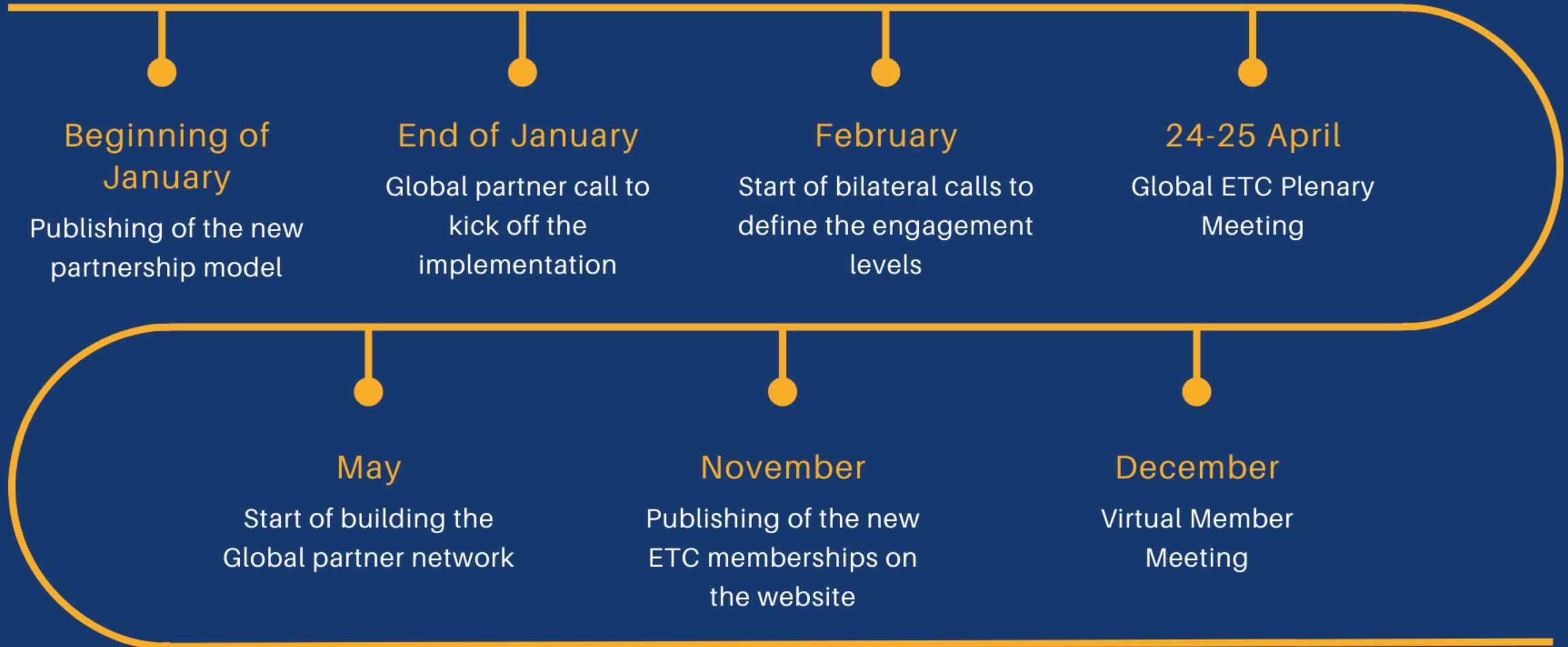
Building the ETC Partnership



ETC Plenary Meeting 2024

New ETC Partnership Model

Implementation Timeline



PARTNER NETWORK -
TRANSITIONED

3

MEMBERS –
CONFIRMED

12

ETC PARTNERSHIP

Total: 31

STATUS - PENDING

14

SEPECIAL STATUS
under IASC

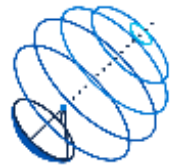
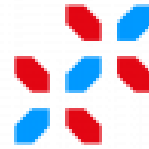
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Global ETC Members



Ericsson
Response

LUXEMBOURG
AID & DEVELOPMENT



 Cisco
Crisis Response



UNHCR
The UN Refugee Agency

GSMMATM



OCHA



Save the Children

REACH

Informing
more effective
humanitarian action



WFP
World Food
Programme

unicef 

IASC – special status

INTERNATIONAL



FEDERATION



ICRC

Status - Pending

Pending final feedback. If no reaction is provided, organization automatically joins the partner network.



NETHOPE



Partner Network – transition



Partner Network – new application process

Application received and first call held

- META
- GSD
- Ookla
- Iridium
- First response radio
- Unconnected.org

Ongoing discussions

- Starlink
- Google
- Microsoft
- Nokia

Rejected applications

- Defne Telekomunikasyon AS.
- MiCT

Potential areas of support

Emergency
Telecommunication
Preparedness

Data Analysis +
Visualization and
new technologies
(AI)

Capacity Building

Emergency
Response

Services for
affected
populations

Breakout groups

- Divide into 3 groups:
 - **Global Members (1)**
 - **Partner Network (2)**
 - **Local Partners (3)**
- Discuss and define for each group:
 - Moments and forums of engagements
 - Opportunities to connect and collaborate (working groups, training, networking, projects, activities,...) and who is taking leadership for those
 - Communication channels (newsletter, social media, platforms,...)
 - Constellation (synergies, classification, mapping,...)
 - Added value for both sides and benefits of ETC partnership
 - Who needs/does not need or should/should not to be there?

→ **20 minutes** to discuss and **3 minutes** per group to report back

	Group 1	Group 2	Group 3
Moderators	Caroline	Lena	Kareem
	Matt	Helen	Liz
	Zoe	Lars	Gilles
	Kimberly	Bryce	Barnaby
	Patrice	Claudiu	Dulip
	Stijn	Olly	Tarig
	Elizabeth	Mats	Daniel
	Sebastien	Vanessa	Joseph
	Bhavin	Judith	Jerry
	Daniel	John	Priya
	Dane	Oscar	Nizar
	Jay	Phyza	Caroline
	Mark	Nabiha	Kamal

For more information

- Visit the partner page on the ETC website: <https://etcluster.org/partners>
- For any questions: global.etc@wfp.org
- Or reach out to:
 - Brent Carbno, Global ETC Coordinator: brent.carbno@wfp.org
 - Lena Bock, Partnership Officer: lana.bock@wfp.org

Wrap up Day 2 & closure

Social Event 2 - optional

- ❑ Location: Namura building – floor 11



Thank you!
