

SYRIA

OPERATION OVERVIEW



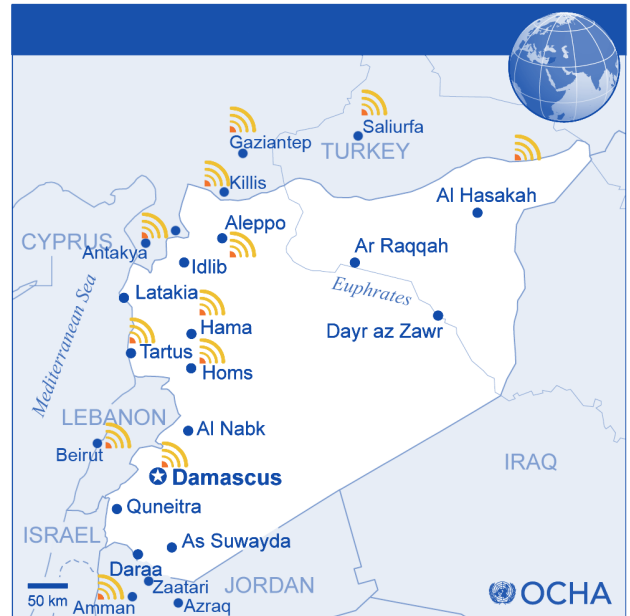
TYPE OF EMERGENCY:

Conflict

ETC ACTIVE SINCE:

January 2013

SITUATION OVERVIEW:



Syria is one of the most complex and severe humanitarian crises globally. In its ninth year of crisis, there are 11.7 million people across Syria who require humanitarian assistance. While there has been a reduction in violence in many parts of the country over the past year, the impact of present and past hostilities on civilians remains the principal driver of humanitarian needs.

The ETC is operating under the Whole of Syria (WoS) approach which comprises activities in Turkey, Lebanon and Jordan for an effective humanitarian response inside Syria.

KEY DATA



NUMBER OF SITES

12



SERVICES PROVIDED

- Internet connectivity
- Security telecommunications
- Capacity building
- Coordination
- Customer support



TRAININGS CONDUCTED

- IT Emergency Management workshop to build inter-agency capacity, delivered alongside WFP FITTEST



FUNDING STATUS

- The ETC is 95% funded of US\$1 million required
- The ETC received US\$850,000 allocated by WFP from the German government



PLANNED ACTIVITIES

- Set up and deliver inter-agency capacity building sessions on the new radio telecommunications systems in-country
- Deploy connectivity solution to new WFP office in Hama



CHALLENGES

- Lack of access to operational areas
- Importation of ICT equipment into Syria

RESPONSE

- The ETC project received a total of USD 850,000 to carry out its 2019 activities. This allocation comes from the German government to the WFP Syria office and was allocated by WFP to the ETC. With this recent contribution, the ETC in Syria is now 95% funded.
- The ETC deployed to Deir ez-Zor on an assessment mission to establish ETC services at the UN hub. The ETC is now providing connectivity for Internet services and is coordinating a permanent connectivity solution for the humanitarian community based at the UN hub in Deir ez-Zor.
- The ETC is working with UNFPA to provide much-needed improvements to the radio communications network across Syria following an assessment conducted in Damascus.
- ETC connectivity services are being upgraded to fibre link in Aleppo and Homs which will provide faster Internet connectivity.
- In Tartous, the ETC has identified a suitable location to deploy a radio repeater, as the current VHF radio communications are very limited due to a damaged repeater.

PLANNED ACTIVITIES

- Following consultation with UN agencies, the ETC will use UNHCR radio security communications systems going forward and plan to operationalize these systems as a matter of priority in Tartous and Deir ez-Zor. The ETC is setting up a capacity building workshop on this new system to be delivered in Beirut. The training will build technical capacity for WFP and other agencies in using the equipment for VHF radio within Syria.
- Discussions have started with WFP FITTEST Training Services based in Dubai regarding the possibility of delivering additional technical (data connectivity and voice) capacity training for IT staff in Syria.
- The ETC is deploying a connectivity solution to the new WFP office in Hama and are ready to deploy security telecommunications if required. The ETC will also map the common Information and Communications Technology (ICT) requirements in Daraa, Raqqqa and Sweida where a further 3x UN hubs are planned, to be ready to support the provision of shared communications services.

CHALLENGES:

- Lack of access to operational areas and receiving the deployment authorizations from relevant authorities is a major issue which frequently affects the timely implementation of ETC activities across Syria.
- Importing telecommunications-related equipment into Syria remains a challenge.

THE GLOBAL ETC IS GRATEFUL FOR THE SUPPORT OF KEY PARTNERS, INCLUDING:



UNDER THE LEADERSHIP OF



CONTACT INFORMATION

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