

# Syria Conflict

2023

## Overview

The severe and complex conflict in Syria has left over two thirds of the population in need of humanitarian assistance. Humanitarian needs in northwest Syria have grown increasingly dire due to the devastating impact of the Kahramanmaraş earthquakes in February 2023. The ETC continues to enable the humanitarian response by providing shared security communications and data connectivity services across eight sites in Syria and Türkiye.



ETC services provided in **8 COMMON OPERATIONAL AREAS**



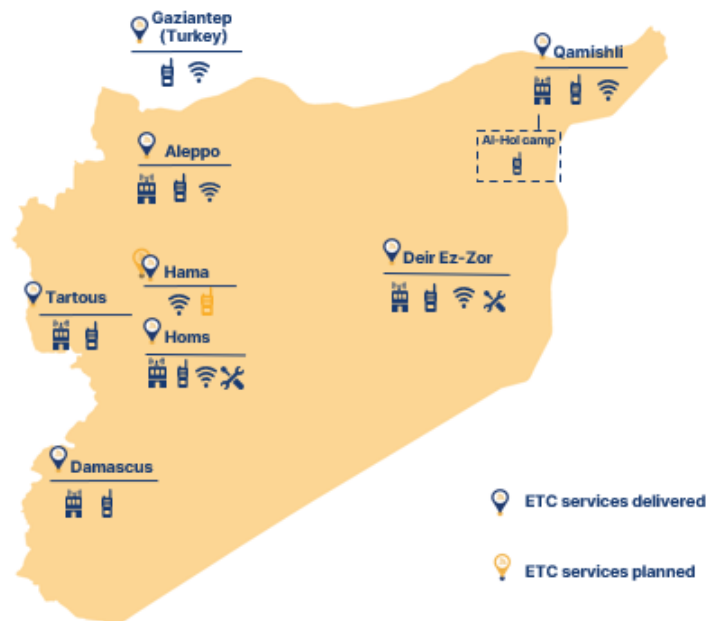
**6 UNDSS SECURITY OPERATION CENTRES (SOC)** supported by the ETC



**58% FUNDED** out of the required **US\$500,000** in 2023



ETC was activated in **JANUARY 2013**



## Communications for the response community

ETC communications services are provided across eight common humanitarian areas – Aleppo, Damascus, Deir Ez-Zor, Hama, Homs, Tartous, Qamishli, and Gaziantep in Turkey. These communication services enable responders to work, stay safe in the field and communicate with colleagues.

**Data connectivity** — Across five common operational areas—Aleppo, Deir Ez-Zor, Homs, Qamishli and Gaziantep—as well as the field office in Hama, the ETC provides connectivity services to 340 humanitarian workers from 18 UN agencies to enable the humanitarian response.

**Security communications** — The cluster provides security communications (radio) services to 720 humanitarians including radio programming, training, and support to the six UNDSS-managed Security Operations Centres (SOC) located in Aleppo, Damascus, Deir Ez-Zor, Homs, Tartous and Qamishli, to ensure staff in the field can communicate safely and securely.

**User support, coordination and information management** — An ETC helpdesk is maintained to support the response community. The ETC also provides coordination of ICT activities based in Damascus, and shares operational information to support decision-making.



## ETC objectives in 2023

In 2023, the ETC continues to support humanitarians with effective communications services. The cluster is carrying out activities to:

- Maintain and enhance the coverage of VHF radio networks in common operational areas.
- Upgrade communications infrastructure in three humanitarian hubs – Deir Ez-Zor, Homs, and Qamishli.
- Maintain back-up solar power systems supporting ETC services in Aleppo, Damascus, Deir Ez-Zor and Qamishli.
- Provide ICT helpdesk support in inter-agency response areas.
- Develop the technical capacity of national humanitarian ICT staff through the delivery of training courses on IT emergency management and technical security communications.
- Support new common operational areas and extend common services as required.

### Partner and donor organizations supporting the ETC in Syria:

Donors – Government of Ireland, USAID/BHA  
Partners – OCHA, UNDSS, UNHCR, UNICEF, WFP

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