

Ukraine, conflict

Global ETC Teleconference #14

Date: 29/09/2022 Time: 13:00 UTC

Further information related to the ETC Ukraine operation can be found on the website:

<https://www.etcluster.org/emergency/ukraine-conflict>

For more information, or to be added or deleted from the mailing list, please contact:

Ukraine.ETC@wfp.org

Attendance

Chair	Omar Namaoui	Global ETC	
Cisco	Matt Wood	UNDSS	Mimi Huang
NetHope	Stephanie Siy	WFP	Claire Roach
UNHCR RETS	Ekue Ayih		Amirullah Syarif
	Andrew Sentamu		David Pickering
UN OICT	Andrew Linehan		Viktoriiia Kosytska

Agenda

1. ETC Ukraine update
2. Partner updates
3. AOB

Minutes

1. ETC Ukraine update

Security situation & general update

- Attacks in southern and eastern Ukraine are increasing after the partial mobilisation announcement from Russia.
- The security situation and government and UN security measures remain the same, however there may be changes in the coming days.
- UNDSS is closely monitoring the situation and sending daily security reports to all agencies.
- Discussions are ongoing regarding the evacuation procedures and training for UN staff.

Data Connectivity

- The ETC is continuing to provide secure connectivity services in two locations in Ukraine; Lviv and Dnipro.
- In Dnipro, ETC connectivity is provided in a shared interagency workspace hosted by WFP and OCHA. Some agencies, including WHO, IOM, and UNDSS, have moved out from the shared office.
- In Lviv, the ETC continues to provide connectivity to UNDSS' back-up Security Operations Centre (SOC) in the Dnister hotel. The Dnister hotel is no longer operating as an interagency workspace.
- Cisco Umbrella is providing regular cyber security reports on the ETC secure network.
- Starlink service is still available in Ukraine and is in use by some agencies, including OCHA and UNDP. WFP returned some of the Starlink devices donated by Help.NGO. UNHCR is not using Starlink.
- The ETC has not yet applied for a VSAT license. The application will be made once the site surveys are complete and approval is granted by the building owner. The ETC is planning to install its first VSAT in Odesa.
- WFP is applying for a VSAT license to provide back-up connectivity for their network in Ukraine.

Security Communications

- The ETC is following up with UNDSS and the United Nations Resident Coordinator's Office (UNRCO) who are engaging with the Ministry of Foreign Affairs and the Ministry of Digital Transformation regarding the VHF frequency license request which was submitted on 17 August. There have been no further updates from the government since the initial technical feedback was provided on 15 September.
- The ETC will meet with UNDSS and the RCO next week to discuss the Memorandum of Understanding (MOU) for the provision of ETC funding for SOC operators and the {TESS+} recommendations for inter-agency security communications standards.
- In the meantime, the ETC has begun prepositioning security communications equipment in Dnipro and Odesa and pre-installing the indoor components of the equipment while waiting for the license. In Kyiv and Lviv, the team is working on obtaining approvals from the building management to begin with the pre-installation of equipment.
- Since June, the ETC has been providing basic security communications training to UN and I/NGO staff in Lviv, Mukachevo, Dnipro and Kyiv.
- The ETC is working to schedule security communications training in Odesa following a request from WFP and other UN agencies. This comes after some reported issues of staff being unable to use satellite phones in the field while on mission, and some confusion regarding the use of VHF frequencies. Several agencies are also still using UHF.
- The ETC is considering the possibility of establishing a pool of VHF handheld radios for use by UN agencies, as not all agencies have their own radios for staff and the importation of equipment through Poland is becoming more difficult. UNDSS would manage the pool of radios for use with simplex frequencies for convoy communications. This could help to avoid the use UHF, which is insecure, and clarify the confusion around the use of VHF. The ETC will discuss the plan further with WFP security and UNDSS.

Services for Communities (S4C)

- The new National Services for Communities Project Manager has joined the ETC team in Kyiv.
- So far she has been working to finalise the plan for the next steps of the ETC Chatbot, engaging with new potential partners, and updating information from existing partners on the platform. Currently the ETC has nine partners in the Chatbot project, and is looking to add two new partners soon.

- The ETC is also beginning to plan for a project to establish call centres for an ETC Common Feedback Mechanism (CFM) hotline. The Services for Communities Project Manager met with potential partner organisations and local authorities in three areas in Western Ukraine and will gather information on three more locations. The options for the first pilot location will be assessed and presented to the the local and Global ETC team and other clusters.

2. Partner updates

Cisco

- Cisco is continuing to support networks across the region. More equipment is available for further support.

3. AOB

Call monthly

The next teleconference will be held on Thursday 27 October 2022 at 13:00 UTC

13:00 UTC
15:00 Rome/Cairo
16:00 Kyiv
17:00 Dubai

Acronyms

CFM	
ETC	Emergency Telecommunications Cluster
ICRC	International Committee of the Red Cross
IM	Information Management
IOM	
MOU	
SOC	Security Operations Centre
SOP	Standard Operating Procedure
UHF	
UNDP	United Nations Development Programme
UNDSS	United Nations Department for Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNRCO	UN Resident Coordinator's Office
VHF	
VSAT	
WFP	World Food Programme
WHO	

Minutes: Claire Roach, ETC Ukraine Information Management Officer