Ukraine, conflict

Global ETC Teleconference #15
Date: 27/10/2022 **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	WFP	Ahmad Al-Mehdi
UNHCR RETS	Andrew Sentamu		Amirullah Syarif
World Vision	Dragan Rajevic		Lionel Marre
			Viktoriia Kosytska
			Semso Sabotic
			Kehinde Adewara
			Abdul Halim Yousufzai
			Diana Klein
			Michael Dirksen

Agenda

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

Minutes

1. ETC Ukraine update

Security Situation & General Update

- There was an escalation of attacks from the Russian Federation in the last two and half weeks in Ukraine, including drone attacks targeting infrastructure such as electricity and water supply systems since 10 October. In some locations, mobile and data services were impacted. The frequency of alarms has increased with immediate instruction to staff to take cover in the shelter.
- Certain damages to public electricity has occasioned electricity rationing and power cut in some eastern part of Ukraine.
- As a result of the escalated security situation in Ukraine, the UN agencies are equally reviewing its contingency plan in preparedness for unexpected emergencies and providing simulation evacuation training for staff. Every security unit from each UN agency is closely monitoring the situation and providing a daily security update to the staff.
- UNDSS is being supported in providing security communications training related to contingency and evacuation plans.

Security Communications

- The ETC received information about positive feedback of approval from the United Nations Resident Coordinator's Office (UNRCO). However, an official communication is pending due to anticipated security and military clearance.
- The ETC has begun prepositioning of security communications equipment in the last two months in Dnipro and Odesa and pre-installing the indoor components of this equipment in anticipation of VHF license approval when the other external components such as the repeater antenna will be installed.
- The team is working to secure approval from property owners in Kyiv and Lviv to begin pre-installation of the Very High Frequency (VHF) repeater and its accessories.
- Besides, the team has been providing basic security communications training to UN staff members in Lviv, Mukachevo, Dnipro, and Kyiv, as well as continuing to receive requests from other international agencies for training. So far about 160 humanitarian staff members have been trained.
- The team continues to provide vehicle checks and programming to over 60 UN vehicles to ensure compliance.
- The ETC is also supporting agencies yet to be equipped with {TESS} standard VHF equipment with a temporary pool of VHF handheld radios and satellite phones, most especially for Inter-Agency field missions in Dnipro, Odesa, Kyiv, and Lviv.
- The team is also exploring other options for overcoming importation challenges associated with import tax, and customs clearance among others. The team is considering exploring the existing UNDP and Ministry of Foreign Affairs (MoFA) bilateral relationship in relation to equipment importation with these benefits, most especially for pending Dubai shipment.

Data Connectivity

- The ETC is continuing to provide secure connectivity services in two locations in Ukraine; Lviv and Dnipro. This service is currently being provided to the UNDSS backup Security Information and Operations Centre (SIOC) in Lviv. This service is still pending in Odesa due to the local ISP connectivity issue.

- The team continues to monitor cyber attacks on its network in Ukraine through the routine report provided by Cisco - the ETC partner.
- As part of the contingency plan, the team is prepositioning Marlink equipment in Dnipro and is considering another preposition in the newly accessible areas in Kharkiv, in anticipation of the planned establishment of the Inter-Agency Hub.
- The team completed a remote assessment of voice and data coverage of the three Mobile Network Operators (MNOs) in the newly accessible areas of Kharkiv. The result shows that Life Cell has better coverage in terms of call, data, and 4G network in this area. There are other locations where such services are not available due to damage to the infrastructure.

Services for Communities (S4C)

- The team is being proactive through visibility campaigning and promotion of its products and services. The ETC Chatbot and Common Feedback Mechanism (CFM) project were introduced to the Ministry of Social Policy during a meeting on 26 October as well as the desire of the ETC to support government call centre projects in Ukraine.
- Similarly, the team carried out an assessment in three Oblasts in western Ukraine, and met with the local authorities to introduce ETC products and activities as well as the ability of ETC to support call centre projects in the country.

2. Partner updates

Cisco

- Cisco activity is most concentrated outside of Ukraine while activities within Ukraine are on the decline, however with reports of new arrivals in some locations, there might be an increase in Cisco support. Earlier in the operations, the challenges have been with equipment importation, logistics, and customs but the team already developed a strategy to deal with his challenge.

World Vision

- World Vision confirmed the presence of staff in Kyiv with very few activities at the beginning of the response. The team is currently using a local ISP for mobile data communication in Ukraine.

UNHCR RETS

- The team focus is on preparedness in terms of internet and power backup plans as well as security communications in anticipation of expected approval for a VHF license.

3. AOB

- Amirullah Syarif (ETC Coordinator) will be ending his mission by 14 November and the process for his replacement is ongoing. Abdul Halim Yousufzai (FITTEST IT and Telecommunications Specialist) is completing his mission in Ukraine by the end of October. He is one of the first WFP FITTEST staff to arrive in Ukraine in April. His replacement has been identified as Hafeez Esaqzai (Senior IT Operations Specialist) from the Dubai FITTEST team.

The next teleconference will be held on Thursday 08 December 2022 at 13:00 UTC

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

Acronyms

CFM	Common Feedback Mechanism
ETC	Emergency Telecommunications Cluster
IM	Information Management
MNOs	Mobile Network Operators
SIOC	Security Information and Operations Centre
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	Very High Frequency
WFP	World Food Programme

Minutes: Kehinde Adewara, ETC Ukraine Information Management Officer