

## Ukraine

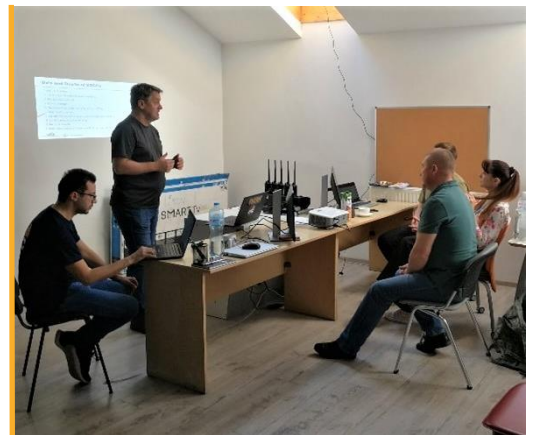
### ETC Situation Report #7

Reporting period: 20/05/2022 to 02/06/2022

The Emergency Telecommunications Cluster was activated in Ukraine on 3 March 2022 following the escalation of armed conflict between Ukraine and the Russian Federation. The ETC is deploying cybersecurity solutions and VSATs to provide secure networks and backup connectivity to humanitarians, while working to obtain approvals for the establishment of radio security communications.

## Highlights

- From 23-26 May, the ETC team conducted a mission in support of the setup of a Security Operations Centre (SOC) managed by the United Nations Department for Safety and Security (UNDSS) in Mukachevo.
- The ETC checked the configuration of security communications systems in armoured vehicles for UN agencies to strengthen the safety and security of staff in the field.
- As of 01 June, the ETC is providing secure internet connectivity services to 168 staff from 10 humanitarian organisations, including UN agencies and INGOs, in two interagency workspaces in Dnipro and Lviv.



The ETC facilitates a training session for UNDSS SOC operators in Mukachevo. ©WFP/Vadym Khalan.

## Overview

As of 1 June, according to [the Office of the United Nations High Commissioner for Human Rights \(OHCHR\)](#), the toll of the ongoing conflict in Ukraine is estimated to have reached 9,094 civilian casualties, including 4,149 deaths. The OHCHR has stated that actual numbers may be significantly higher as many reports of casualties are still awaiting corroboration. The most intense hostilities continue to take place in Donetska, Luhanska, Kharkivska and Khersonska oblasts.

The [International Organisation for Migration \(IOM\)](#) reports that 8.02 million people have been internally displaced in Ukraine since the start of the conflict, and the [Office of the United Nations High Commissioner for Refugees \(UNHCR\)](#) puts the total number of refugees having crossed international borders at 6.8 million.

### Impact on telecommunications

Telecommunications infrastructure remains operational throughout most of Ukraine, however, there are reports of hacking and jamming of telecommunications channels in the country and localised outages in areas of heavy fighting. Although reports of 3G and 4G mobile network coverage continue to be positive along the Ukrainian borders, there may be localised saturation of the network in some areas due to the influx of refugees.

A high volume of cyber attacks on Internet Service Providers (ISPs) have been observed to have caused a significant reduction in internet speeds. Additionally, phishing attacks targeting humanitarians have been reported.

## Activities

### Coordination

The ETC team is coordinating its response from Lviv, Ukraine, since late April, to support the deployment of connectivity and security communications services in Ukraine. These include the ETC Coordinator and the ETC Information Management Officer who are dedicated to the rapidly expanding cluster response, as well as a team of three WFP FITTEST IT & Telecommunications specialists and a WFP FITTEST Administration and Logistics Specialist.

### Data connectivity

The ETC team extended the ETC secure connectivity network to cover the humanitarian workspace on an additional floor of the interagency workspace on 25 May, and continued to support users with the one-time registration required to access the network. These activities will protect humanitarians' data from cyber threats.

As of 1 June, the ETC is providing secure internet connectivity services to 168 staff from 10 humanitarian organisations, including UN agencies and INGOs, in two interagency workspaces in Dnipro and Lviv.

### Security communications

The ETC is supporting the setup of four UNDSS-managed Security Operations Centres (SOCs) in Ukraine, starting with the priority location of the main SOC in Mukachevo. The number and locations are under discussion with UNDSS — proposed locations include Lviv, Dnipro and Kyiv. From 23-26 May, the ETC team conducted a mission in support of the setup of the main SOC in Mukachevo. The team also deployed and installed critical IT and telecommunications equipment, met the UNDSS Chief Security Adviser and other local key players, provided training to SOC operators on Security Communications Systems (SCS) protocol, and assessed future needs.

In Lviv, the ETC team checked the configuration of SCS in armoured vehicles for UN agencies on 30 May to improve the safety and security of staff in the field.

Meanwhile, the set of recommendations on SCS, issued by the [Telecommunications Security Standards {TESS+}](#) team, has been endorsed by the Security Management Team (SMT),

pending final approval by the UN Designated Official (DO) in Ukraine. The recommendations include the use of VHF radio as a back-up means of security communications in case mobile networks are compromised. Meanwhile, the ETC continues to follow up with UNDSS on an official request to the Government of Ukraine for a frequency license for the establishment of a VHF network for humanitarians.

### Services for communities

The ETC team continues to engage with partners on establishing an information centre comprising an interagency Common Feedback Mechanism (CFM) and a hotline in Ukraine. The CFM would provide a coordinated channel for beneficiaries to request information and provide feedback on the services they receive, increasing the accountability of the humanitarian response to the affected population and providing valuable insights to inform decision-making. A concept note prepared by the ETC on the scope of the interagency CFM, background research on the process of setting up a toll-free hotline, and agreements with the Mobile Network Operators (MNOs), is now pending approval and endorsement from the Accountability to Affected Population (AAP) Working Group.

For the ETC Chatbot<sup>1</sup>, the ETC team continues to engage with the Protection Cluster and other humanitarian partners including the Food and Agriculture Organisation (FAO), UNHCR, and the Cash Working Group, to expand and populate the content disseminated by the clusters. Content related to humanitarian assistance and services available in neighbouring countries have also been added, to allow the affected populations in Ukraine to make an informed decision before leaving the country.

## Funding

The ETC funding requirement for the Ukraine emergency operation was revised from the initial budget of US\$2.9 million, which covered three locations for a period of six months, to US\$3.72 million, which will cover security communications, SOC setup, data connectivity, and helpdesk services in five locations until the end of August 2022, as well as the implementation of the ETC Chatbot.

So far, the ETC has received a total of \$3.38 million. These include:

- US\$1.1 million from two UN Central Emergency Response Fund (CERF) envelopes;
- US\$1 million from ICANN;
- US\$1 million from the United States;
- US\$150,000 from Cisco; and
- US\$125,000 from Tableau.

Based on the revised budget of US \$3.72 million, the ETC is 91% funded.

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<sup>1</sup> The ETC Chatbot, under the name vBezpetsi\_bot (вБезпечї in Ukrainian), which translates to “safe spaces”, is available on Telegram and Viber.

## Challenges

Security and access to some locations are expected to be a continued major constraint in the ETC's ability to implement telecommunications solutions within Ukraine.

The risk of cyber attacks is considered to be high in this response.

## Meetings

The next Global ETC Partners Teleconference on the Ukraine response will take place on **15 June 2022 at 13:00 UTC**.

## Contacts

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

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

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