ETC VIRTUAL PLENARY MEETING

Day 2 – 10 June 2020

TECHNOLOGY SOLUTIONS FOR A CHANGING HUMANITARIAN LANDSCAPE.

etc

WFP World Food Programme

ETC PLENARY MEETING - JUNE 2020

ETC Capacity Building - Plans

Caroline Teyssier, Priyajeet Arora, Rob Buurveld

etc

TECHNOLOGY SOLUTIONS FOR A CHANGING HUMANITARIAN LANDSCAPE.

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ETC Capacity Building Plans

- Update

- Initiatives

- Way forward

Since the last plenary

1 simulation

1 training

Dedicated Global ETC training team

Longer-term training evaluation surveys for 2019 trainees

ETC Coordination course design workshop

Trained 36 participants
Structured training approach for design and development
Developing e-learning content
Building an M&E framework

Adapting to COVID-19

Impact	Adaptive approach – Q2	Adaptive approach – Q3/Q4 and beyond
• Physical delivery of trainings and simulations postponed/cancelled	• Development/Upgrade of training packages mapped to ETC service areas • Blended learning approach for all training packages • Standalone e-learning modules • Piloting a learning management platform/system	• **Online:** • Use learning management platform to include, • Learning resources - e-learning modules, refresher training videos • Virtual classroom training pilot – Q3/Q4 2020 • **Physical** • In-classroom training deliveries pushed to Q4 2020/Q1, 2021 • Next simulation/gear.UP – scheduled for Q3 2021

Why   What   How

Blended Learning Approach

Traditional approach

"Blended" approach

Implementation of eLearning

Design

Authoring eLearning

standards

Deploy

DEMO

Emergency Telecommunications Cluster (ETC) Learning Channel

In this channel, you will find resources to help you better understand the work of the ETC. The channel also includes specific learning paths and courses to help build your technical, managerial, and soft skills and assist you to deliver different ETC services in emergency scenarios and beyond. For more information reach out to etc.training@wfp.org
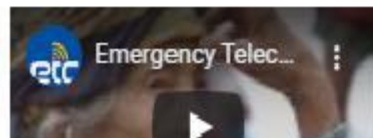
All content

Search here for specific learning resources within this channel

EN

Communications is the link to survival

Learn about the ETC. in 2 minutes!

Emergency Telec...

About us

ETC is a global network of organizations that work together to provide shared communications services in humanitarian emergencies. For more information, log on to www.etcluster.org

Upcoming Trainings

For information on upcoming trainings, please visit the ETC events webpage here.
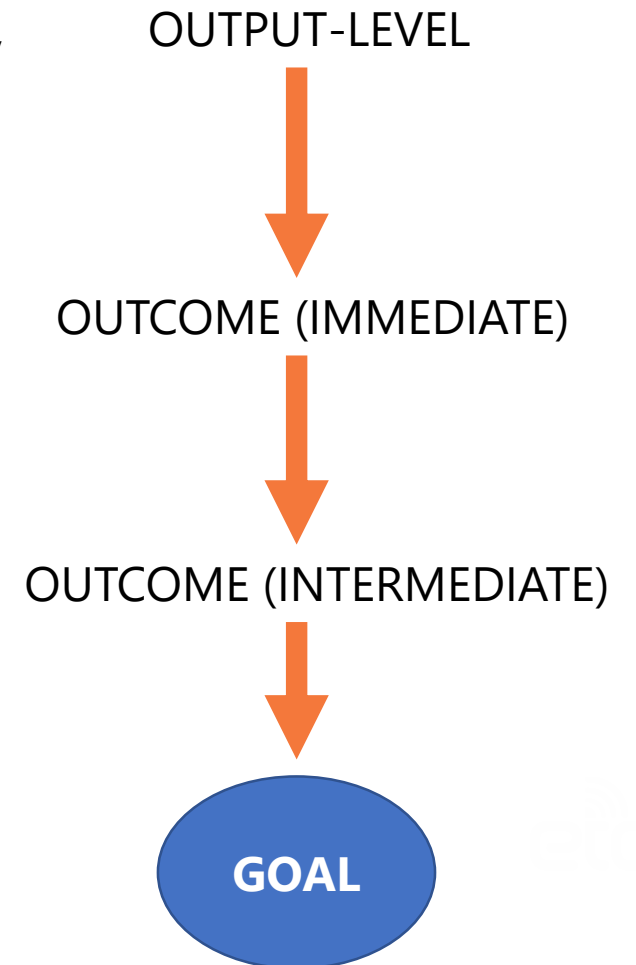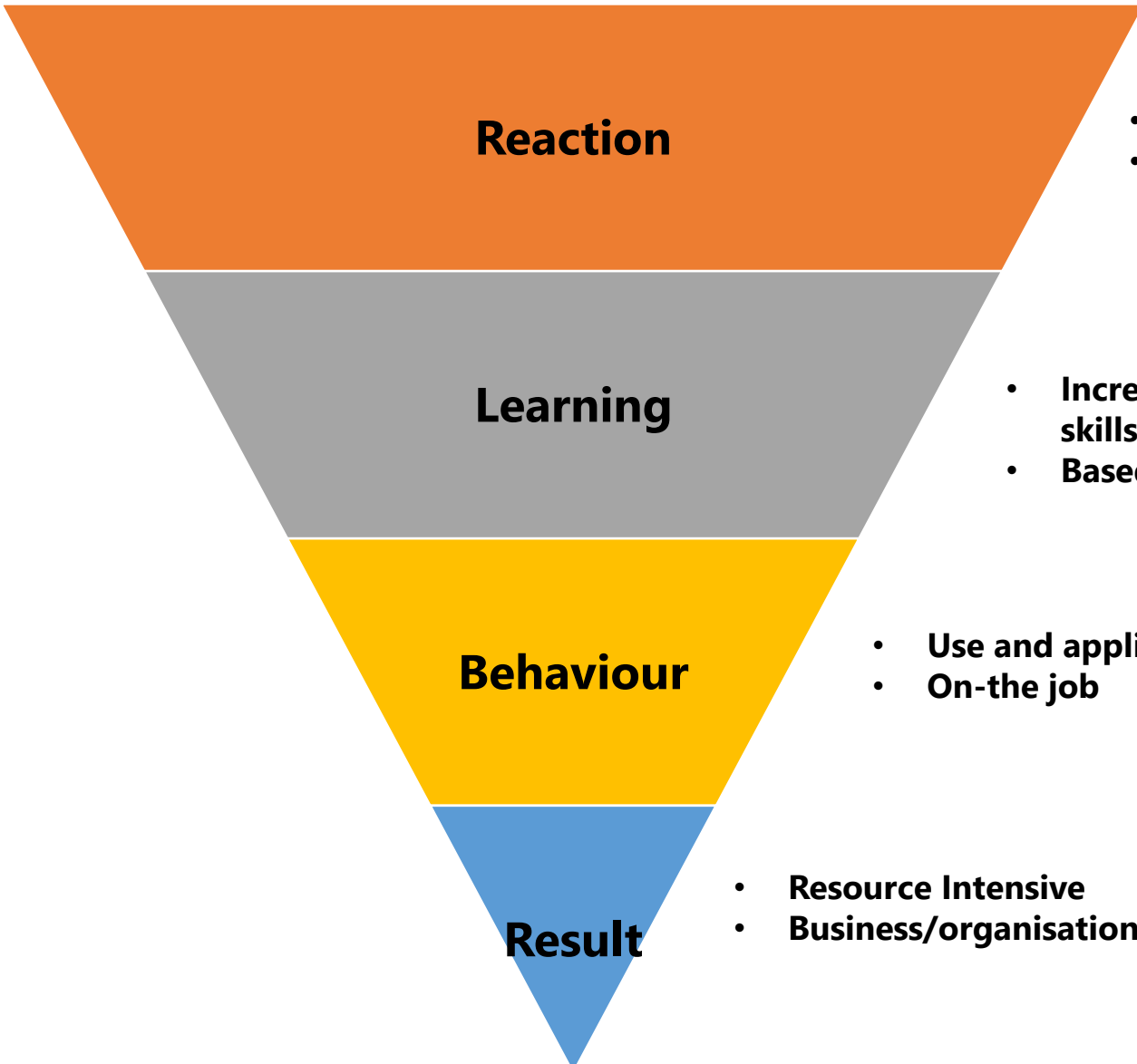
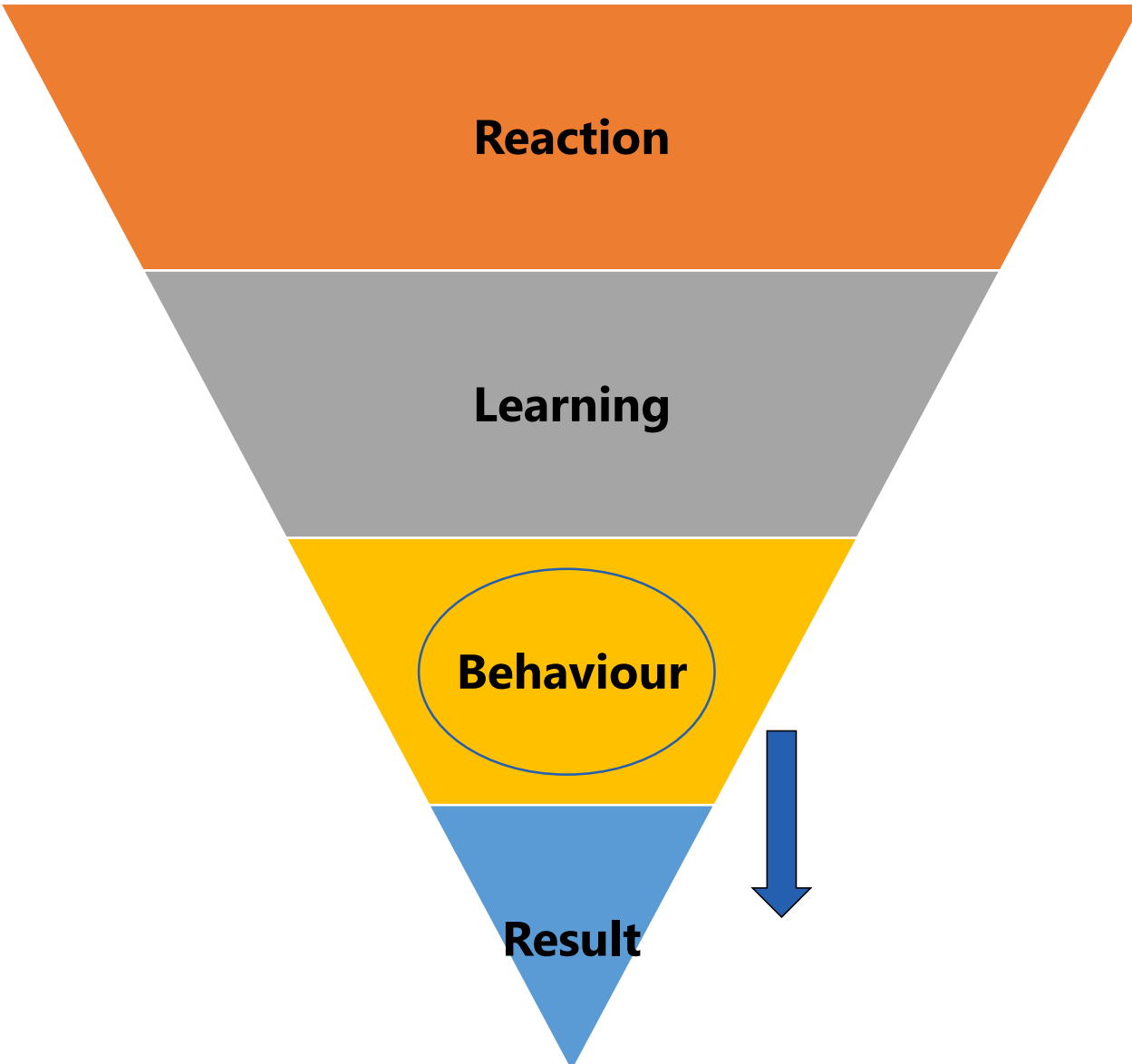# Questions, feedback, and sharing

Measuring Learning Impact

—

Kirkpatrick Evaluation Model

Reaction
- Instant feedback
- Content, trainers, pedagogy

Learning
- Increase in knowledge and skills
- Based on type of activity

Behaviour
- Use and application
- On-the job

Result
- Resource Intensive
- Business/organisational-level impact

OUTPUT-LEVEL

OUTCOME (IMMEDIATE)

OUTCOME (INTERMEDIATE)

GOAL

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Current status and future plans

Reaction

☑ **Feedback surveys**
☑ **Daily evaluations**

Learning

☑ **Observation** +
☑ **Pre-post tests**
☑ **Self-assessment**

Behaviour

☑ **Online surveys** +
☑ **Self-assessment**
☐ **Informational interviews**
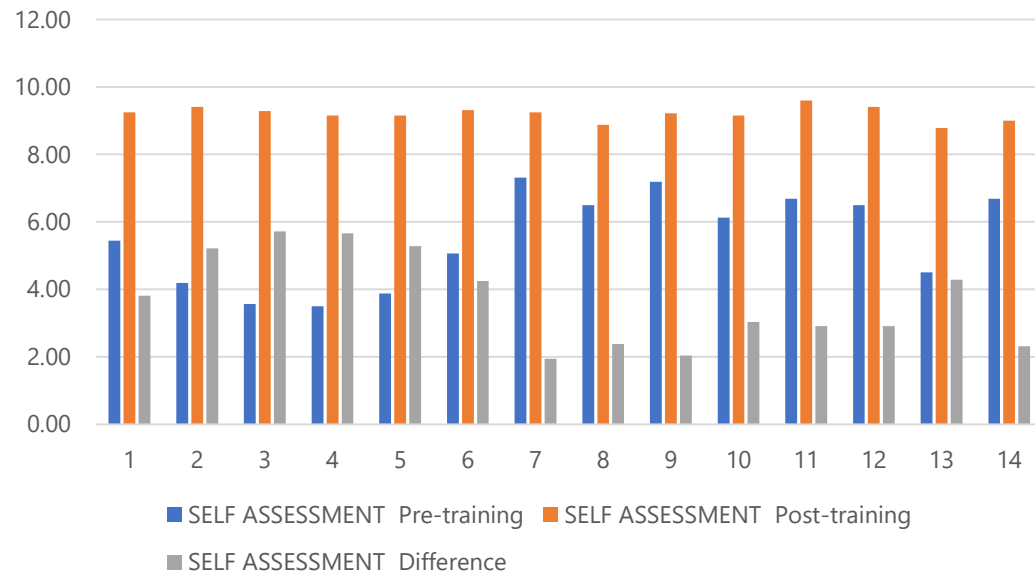☐ **On-the-job observation**

Result

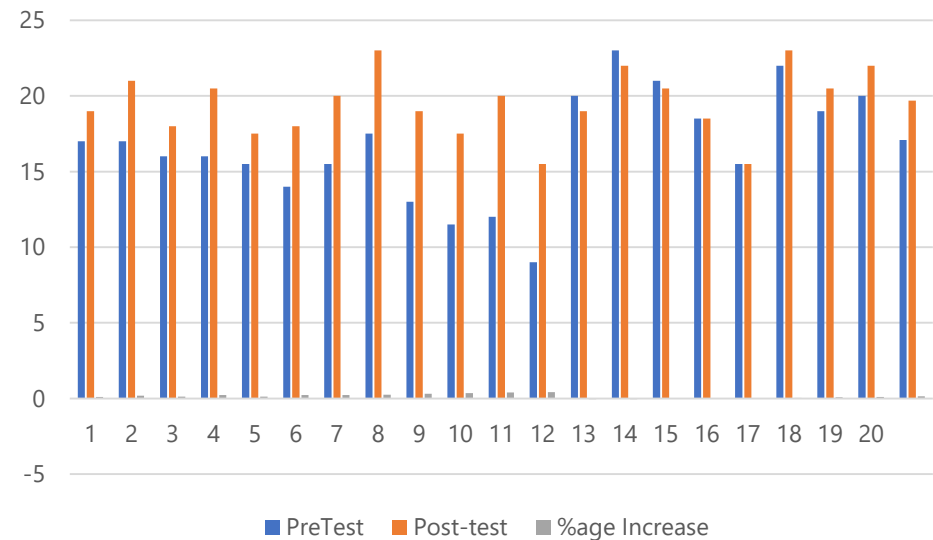☐ **Training-specific KPIs**
☐ **M&E Framework**

Measuring Level 2: Learning

Tools used: Pre-post tests, self-assessment forms

Let's Net 2019: participants rating their knowledge on various topics immediately before and after the training
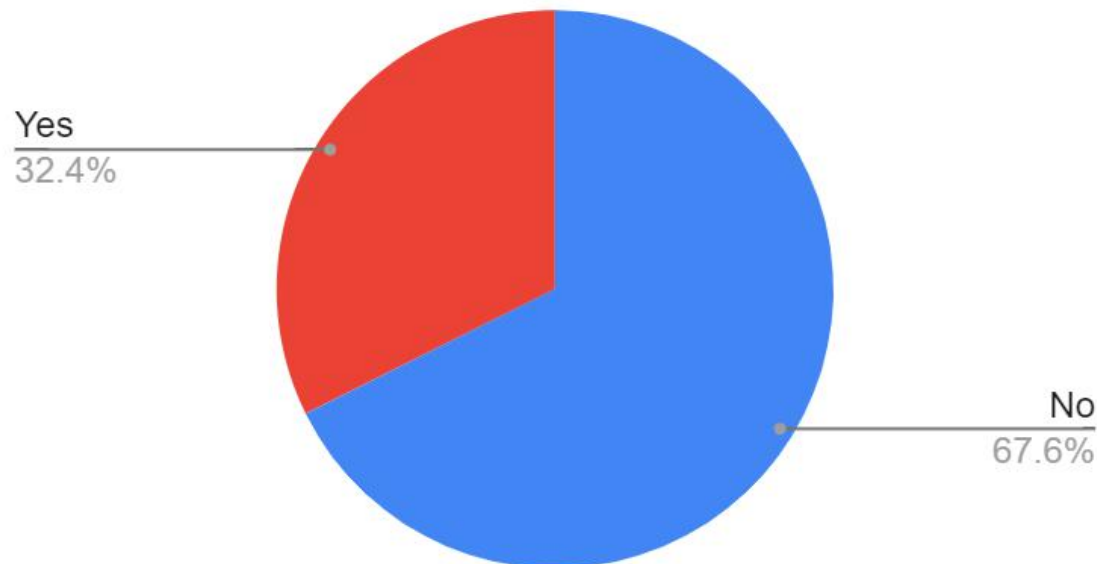
ETC Coordination Course 2019: participants completing a knowledge questionnaire related to topics covered in the course immediately before and after the course.
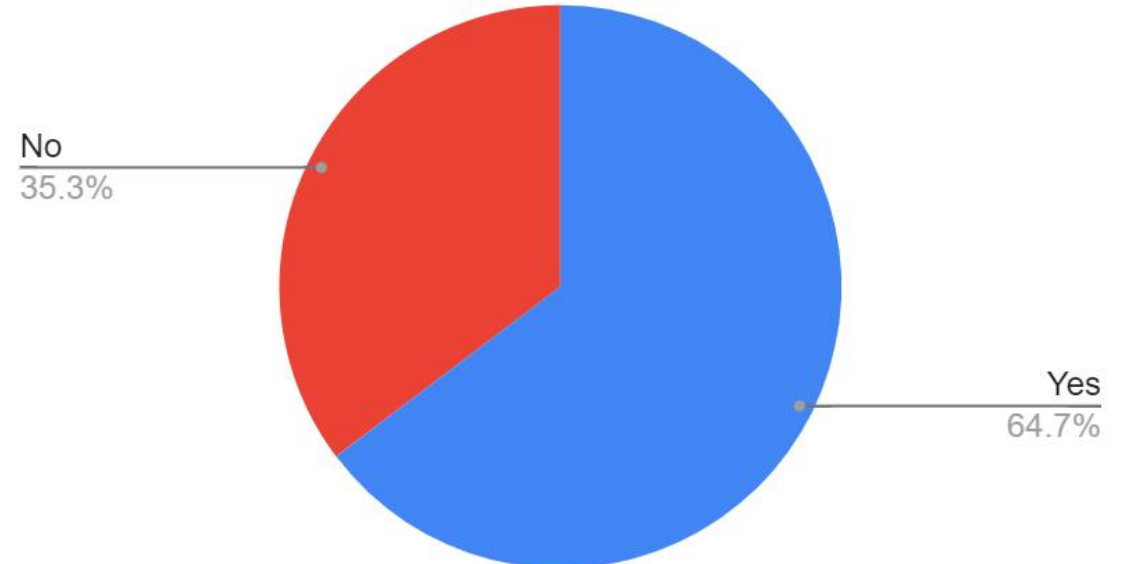
Measuring Level 3: Behaviour

Tools used: Online survey

Deployment post training

Yes
32.4%

No
67.6%

Use of skills gained from training

No
35.3%

Yes
64.7%

Combined data of trainees of Global ETC trainings in 2019. The survey includes more in-depth questions on reasons for non-application, examples of application, challenges faced, etc.
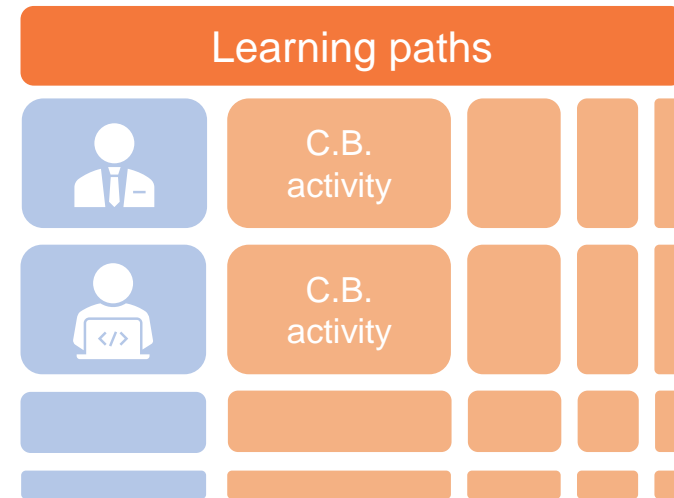
Questions, feedback, and sharing

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Way forward

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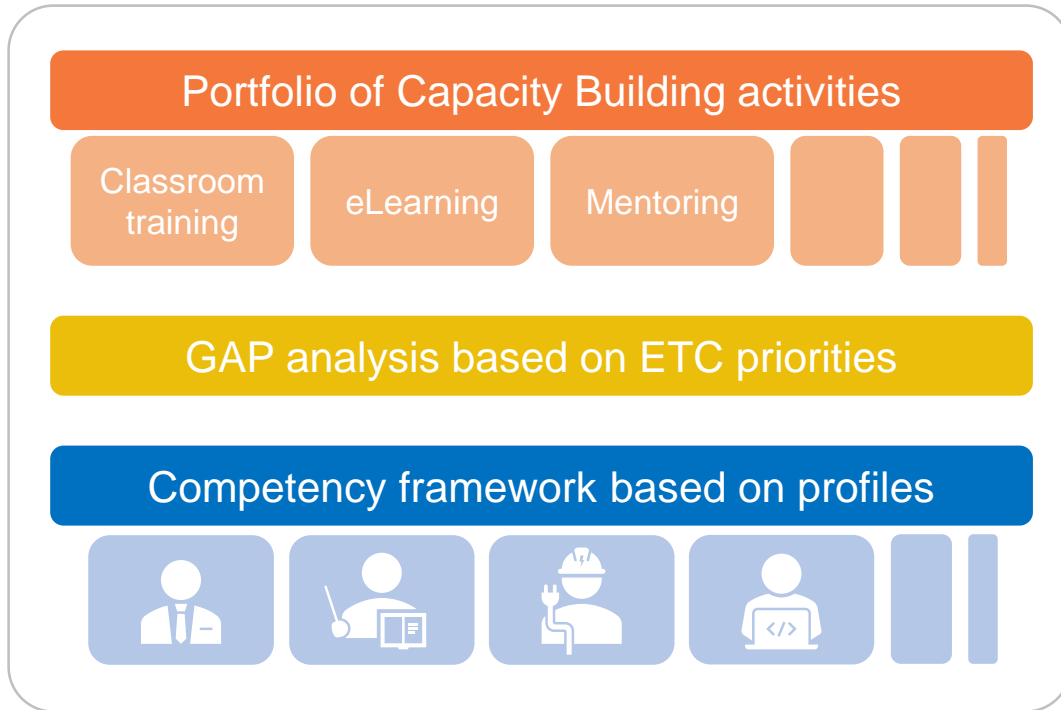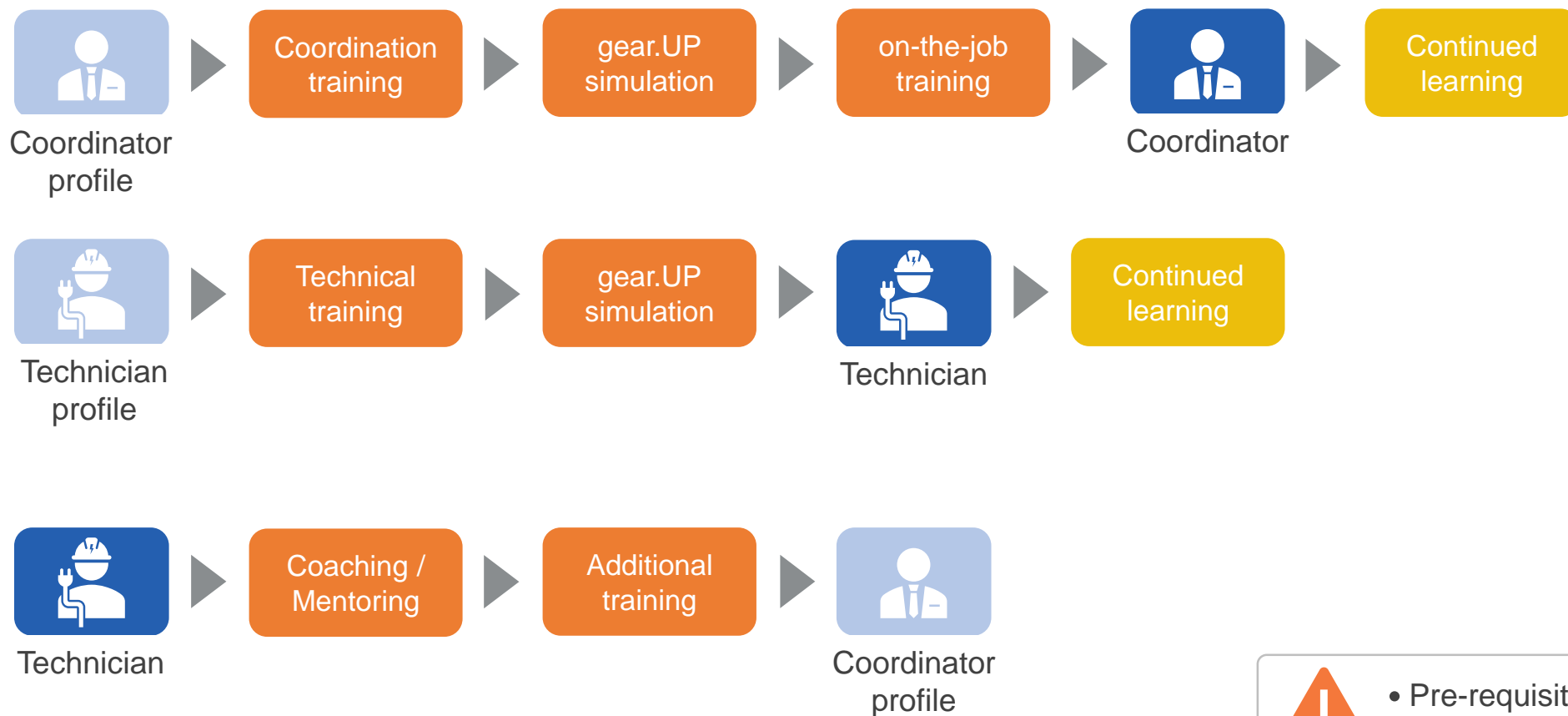# Capacity Building strategy

Portfolio of Capacity Building activities

- Classroom training
- eLearning
- Mentoring

GAP analysis based on ETC priorities

Competency framework based on profiles

Learning paths

- C.B. activity
- C.B. activity

Learning Pathways (examples)

Coordinator profile → Coordination training → gear.UP simulation → on-the-job training → Coordinator → Continued learning

Technician profile → Technical training → gear.UP simulation → Technician → Continued learning

Technician → Coaching / Mentoring → Additional training → Coordinator profile

⚠ • Pre-requisites
• Organisation support

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Global / Regional / Field level

Online learning platform

Global level

Regional level
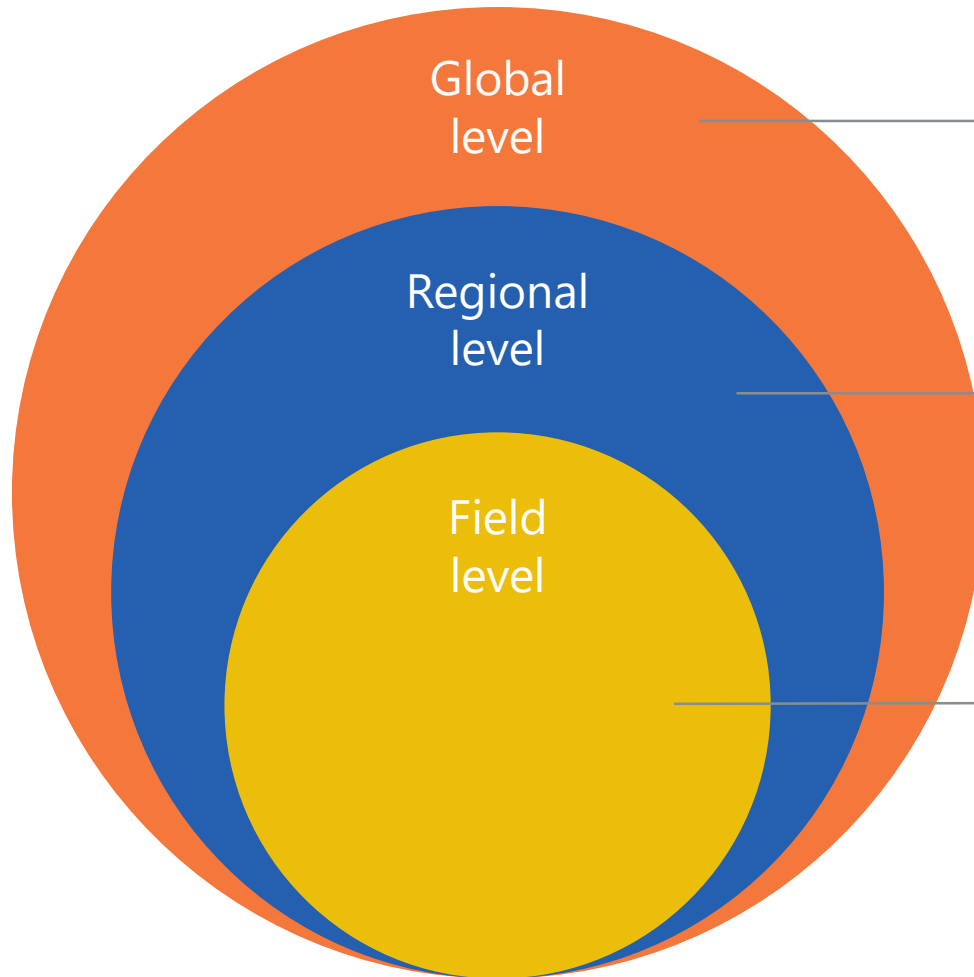
Field level

Design / Author standard training packages
Build Training-of-Trainers capacity (Partners)
Global-level trainings / simulations

Regional-level trainings / simulations
Build Training-of-Trainers capacity

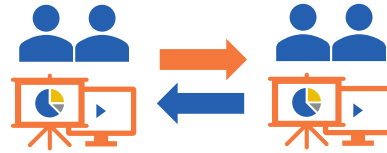Current gap

Field-level trainings / simulations

Current ad-hoc basis

Enhancing collaboration

Expertise

Sharing resources

Brainstorming on direction

- Leverage the network structure
- Avoid duplication of effort
- Stronger product offering
- Wider reach – regional / local

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ETC Service Catalogue Update
Unmanned Aircraft System Coordination Model

Christopher Alagna & Jalal Shah

etc

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ETC Service Catalogue

CONTENTS

ETC Service Catalogue - updated

UAS – Coordination Model

Questions?

Endorsement of the Service Catalogue

ETC Service Catalogue

- Updated as part of ETC2020 strategy

- User segmentation

- New Services:
  - Unmanned Aircraft Systems coordination
  - Common Feedback Mechanism (CFM)
  - Local Broadcaster Support

- One catalogue for all ETC services

- Core Cluster Activities: preparedness, coordination, Information Management, capacity building & training.

- New Services: On demand, Plenary endorsed!

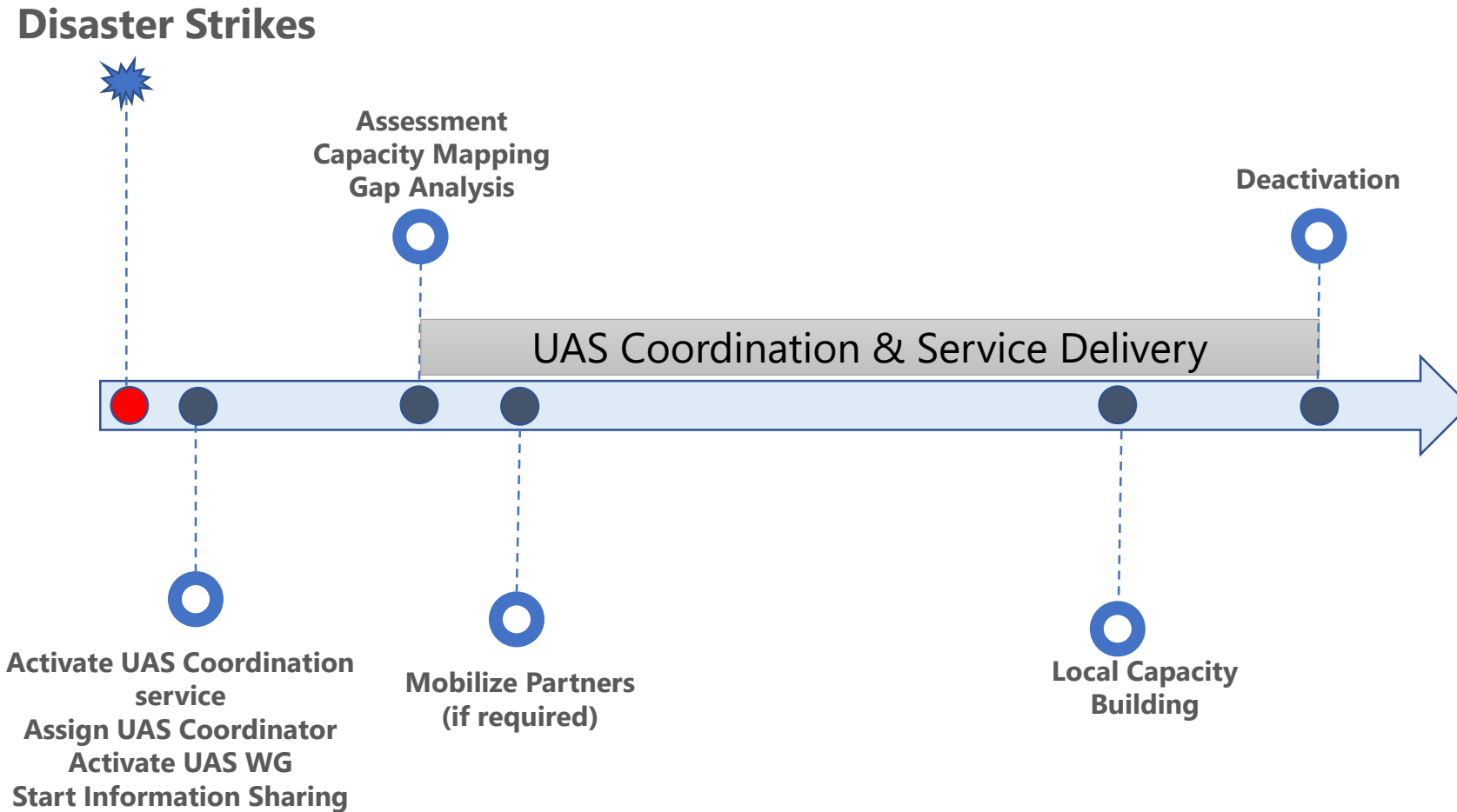| Services:	Users		
	Humanitarian Organisations	National and local authorities	Affected Population
Internet Connectivity	✓	✓	✓
Telephony	✓	✓	✓
Customer Support	✓	✓	✓
Security Communications System (SCS)	✓	✓	
Unmanned Aircraft Systems (UAS) Coordination	✓	✓	
Common Feedback Mechanism (CFM)	✓	✓	✓
Local broadcaster support	✓	✓	✓

UAS (drone) Coordination

- In 2018, ETC partners endorsed the development of the ETC UAS Coordination Model which shall be used for coordination of UAS during emergencies.

- Under the UAS Coordination model, ETC will coordinate UAS services provided by local partners during an emergency. If required, ETC will call upon global partners to deliver specific services to fill identified gaps.

- The first version of the UAS coordination model will allow us to pilot/test the service in a simulation or actual emergency.

- The model will be further refined based on outcome of actual deployment or simulation.

UAS Coordination Model

Disaster Strikes

**Assessment
Capacity Mapping
Gap Analysis**

Deactivation

UAS Coordination & Service Delivery

**Activate UAS Coordination
service
Assign UAS Coordinator
Activate UAS WG
Start Information Sharing**

**Mobilize Partners
(if required)**

**Local Capacity
Building**

Questions?

UAS Coordination?

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Service Catalogue?

Endorsement

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Telecoms Security Standards Project - TESS
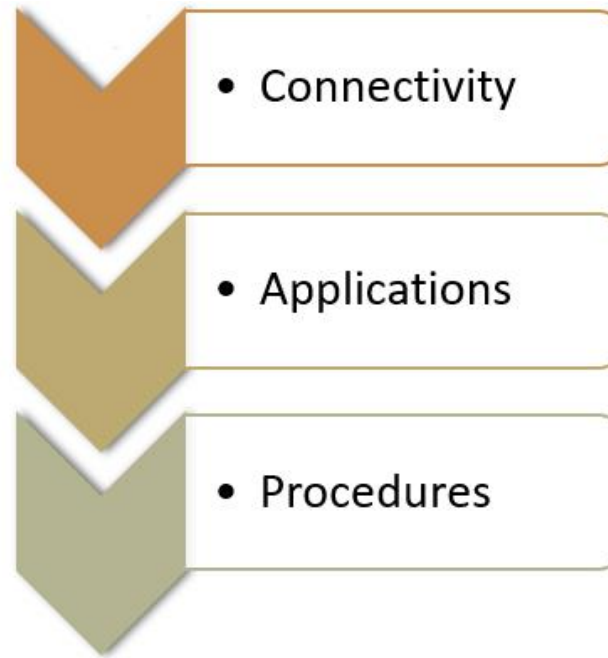
Peter Casier, TESS Senior Programme Manager
peter.casier@wfp.org

etc

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TESS Layers

- Connectivity
- Applications
- Procedures
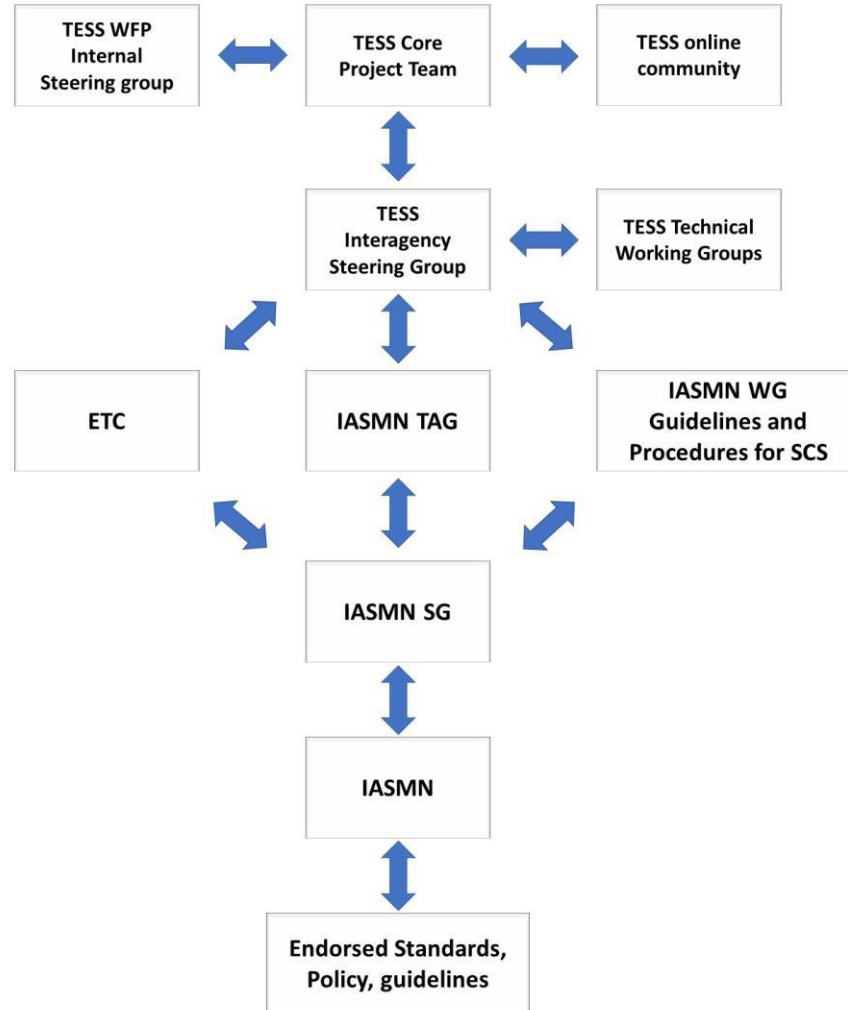
TESS Streams

Stream 1
Field Support

Stream 2
Standarization of current technologies

Stream3
Standarization of long term technologies

TESS Governance

TESS Stream 1 – Field Support

- Total portfolio: +- 80 countries with active follow-up
- Onsite full assessments: 40 operations
  - RSA, Burkina Faso, Mauritania, Senegal, Guinea Bissau, Bangladesh (2x), NE Nigeria, South Yemen, Iraq, Sudan, CAR, Ghana, Cameroon, Mali, Ivory Coast, DRC, Afghanistan, Pakistan, Myanmar, Guinea-Conakry, Haiti, Chad, Sri Lanka, Turkey, Somalia, South Sudan, Liberia, Niger, PNG, Philippines, Timor Leste, Nicaragua, Venezuela, Colombia, Costa Rica, Ethiopia, Uganda, RoC, Zimbabwe, Mozambique
- Onsite technical support/assessment: 15 operations
- Bangladesh (2x), Nepal, Malawi, CAR (2x), Sudan, Comoros, Madagascar, Gambia, Lesotho, Morocco, Nigeria, Benin, Tanzania, Mauritania, Burkina Faso (2x)
- Remote support: 21 operations
  - Syria, Kazakhstan, Cambodia, Ethiopia, Bolivia, Tanzania, Zambia, eSwatini, Gambia, Burundi, Algeria, Togo, Uzbekistan, Kenya, Ecuador, Libya, Bhutan, Cuba, Colombia, Italy, New York ..
- IASMN Working Group on SCS Guidance and Procedures

TESS Stream 1 – Field Support

- Requested assessments: Libya, oPT, Lebanon, Algeria, Rwanda, Ecuador, Cuba, Turkmenistan, Bhutan, Sierra Leone, DPRK, Armenia, Iran, Tajikistan, Egypt, Kyrgyzstan, Venezuela, Ukraine, Burundi, Vietnam, Laos, Cambodia, Armenia, Georgia, Ukraine, Uzbekistan, Kazakhstan, Azerbaijan, Burundi, Rwanda, Gabon,…

- Need technical support missions: (about 20 countries)

- Intensified follow-up and support…

TESS Stream 2 – Progress

- Three technical TESS Working Groups (VHF, MSS, VTS)
- Overall process flow:
  - Step 1: Architecture (TESS IA SG –> IASMN/ETC --> standards)
  - Step 2: Technical details (WGs + Lab/Field Tests --> TESS IA SG/TAG --> publish)
  - Step 3: Training modules/Manuals, Tender inputs and SOPs/Guidance (WGs + Core team + TESS IA SG + IASMN WG)
- VHF: At step 2-3
- VTS: At step 1-2
- MSS: At step 1-2

TESS Stream 3 – New long term standard

- Future standard: BYOD + 40 kbps data (wherever you are)
- "Request for Bright Ideas": public call for ideas ("Call for Inspiration")
- 33 "Bright Ideas" publicly presented (85 people online), plus "Dragon's Den"
- Refined our requirements document and use cases in "Request for Technology Solutions"
- 20 Solutions went through Steering Group "Dragon's Den"
- Several technologies identified, full partnerships with private sector (design, prototyping, lab and field testing)
- Explored additional technologies: LTE, Large Area Wireless data,...
- Active engagement: Iridium, Lynk, SpaceX, Telesat, Kuiper

TESS – Current funding and Staffing

- TESS current running cost: USD1.3 million/year at full capacity
- Significant in-kind contributions
- Jan-Sept 2020: 100% JFA funded

Extra curriculum activities (since June 2019)

- IASMN WG on guidelines & procedures for SCS (SMOM update/SOP drafts
- 10 online (semi-)open webinars (Future technologies, Upcoming standards, consultations..), UNDSS/UNFPA/UNICEF/WFP workshops
- Facilitate the handover of WFP Location Services to UNDSS
- TESS analysis (COVID-19 response) on SCS, MNO/Electricity services

{TESS+} – Key points of proposal:

- Post-TESS institutionalization as a support service: endorsed by IASMN
- Maintain current field support capacity
- Only 1.5 dedicated personnel – technical expertise is "body shopped" (PAE-basis) + in-kind contributions + personnel loans
- Governed by the Interagency Steering Group, co-chaired by Coordinating Agency and UNDSS, reporting to the IASMN
- All-in funding requirement: US$1.5 million/year
- Funding source: Dedicated appeal for 2 years' running cost with JFA as fall back

{TESS+} – Initial program of work

- Stream 1: Increased field support – wrap up SCS SOPs and Guidance
- Stream 2: Implement VHF optimisation, operationalize VTS, architecture/tests MSS
- Stream 3: Prototyping and testing of new technologies
- Upcoming standards: Gradual phase-out of HF, standard for security applications

Questions?

20 years of Ericsson Response

- Ericsson Response 20 years - video:
https://www.youtube.com/watch?v=wXeHEIq3OGg&feature=emb_logo