



MANGA	Y	Y	5-10/10	1	0	Y	EIS
NGALA	N	Y	5-10/10	1	0	Y	EIS
NGAZA	Y	Y	4-10/10	1	0	Y	EIS
BAMA	Y	Y	5-10/10	1	0	Y	EIS
DIKWA	Y	Y	4-10/10 1-10/10	1	0	Y	EIS
DAMAKA	N	Y	3-10/10	1	0	Y	EIS
MONKWA	N	Y	4-10/10	1	0	N	EIS
BANKI	N	Y	2-10/10	1	0	Y	EIS
RAHA	N	N	0	0	0	N	?

	Mon	Tue	Wed	Thurs	Fri
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...	✓	✓	✓	✓	✓
...	✓	✓	✓	✓	✓

Bessy - 3
Christabelle
Ames

17/10: ...
MM 2/12

ETC VIRTUAL PLENARY MEETING

Day 1 – 9 June 2020

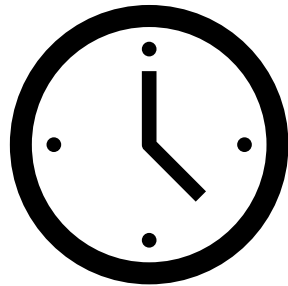


TECHNOLOGY SOLUTIONS FOR A CHANGING HUMANITARIAN LANDSCAPE.



Housekeeping and Ground Rules

Be on time!



Format for breaks



Enhance the virtual experience!



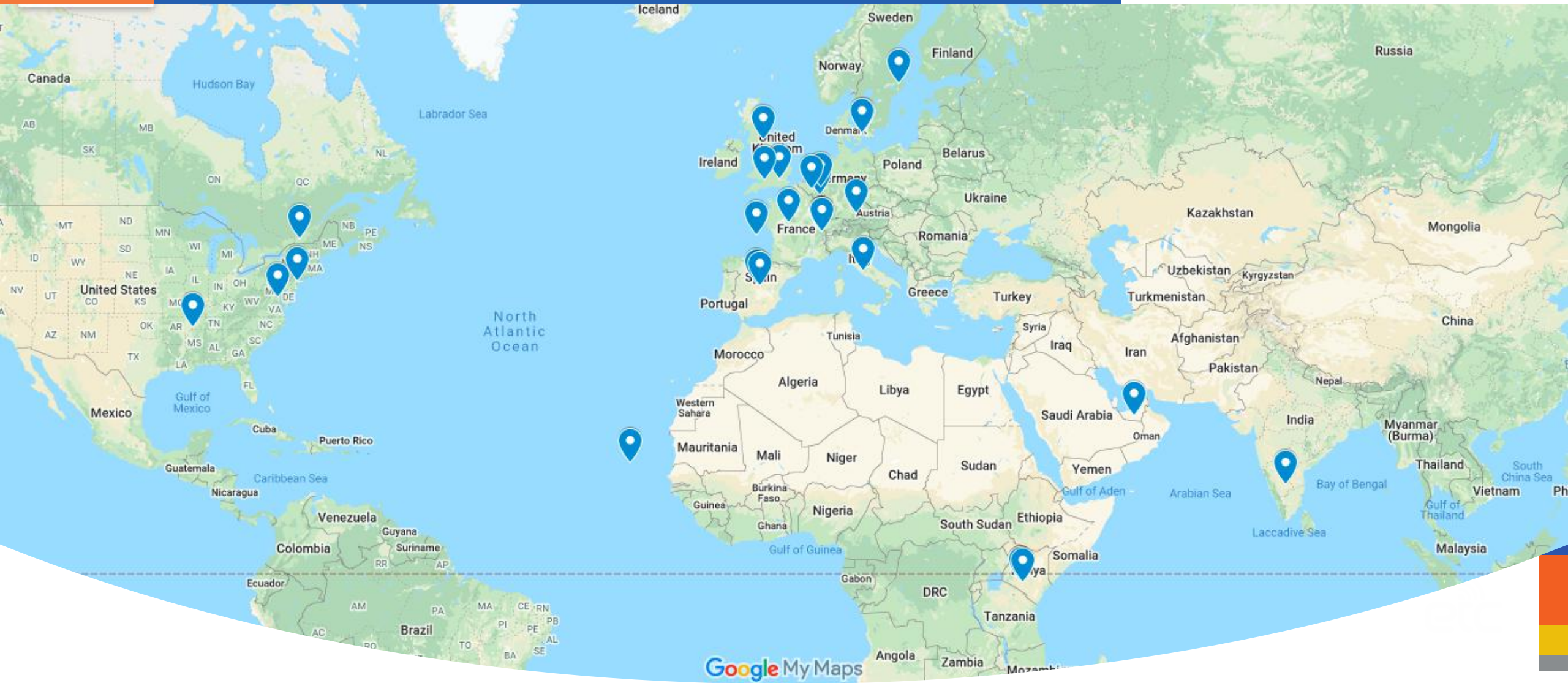
Silence all other notifications



Engage!



Where are we joining from?



Opening Remarks

Doug Greene, Chief of Information Officer,
UNHCR

Daniel Couture, Chief of Information Officer,
UNICEF

Enrica Porcari, Chair of the ETC

Welcoming all participants

Adopting the agenda

Video from ETC partners' organizations on COVID-19:

https://www.youtube.com/watch?v=e0PW_R4MrzY&feature=youtu.be





Click to add text

ETC PLENARY MEETING - JUNE 2020

Adapting and Responding to COVID-19

Jalal Shah, Global ETC



**TECHNOLOGY
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HUMANITARIAN
LANDSCAPE.**



Adapting and responding to COVID-19

Global & Operational Impact

Adapting our way of working

New trends and services



Challenges posed by COVID-19

Travel restrictions preventing staff movement

- Flight cancellations & quarantine requirements
 - Staff cannot be deployed to operations
 - Staff currently in operation cannot be rotated (e.g. R&R)
- **Local restrictions forcing staff to work from home**
- **Supply chain disruption delaying shipment of equipment**

COVID-19 Operational Impact

- **Ensure continuity of existing operations & respond to new emergencies**
- **Meet increased demand for technology services from partners**



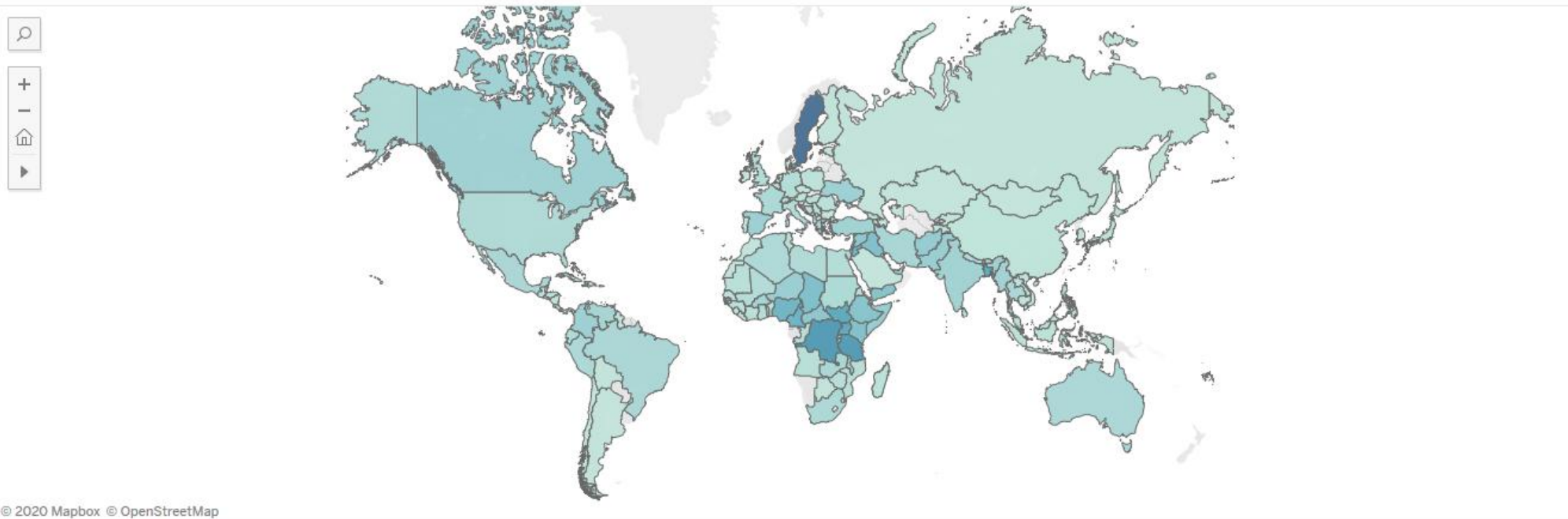
ETC COVID-19 Response Plan

- **ETC COVID-19 Concept Note**
- **Pillar 1: Ensure Operational Continuity & Response Readiness**
 - Global ETC switched to supporting operations remotely
 - Global Capacity Mapping
 - Partner's Equipment
 - Partner's Staff



Partner's Capacity Mapping

Partner staff per country



© 2020 Mapbox © OpenStreetMap

‡ Of People



Profiles

Country	Profile category	Organization		
Madagascar	IT	UNHCR	1	^
		UNICEF	1	
Madagascar	IT	WFP	1	
Malawi	IT	UNHCR	7	
		WFP	1	
		World Vision International	1	
		Registration	UNHCR	4
Malaysia	IT	UNHCR	2	
	Telecoms	Ericsson Response	2	∨

Profile category

- (All)
- Admin/Finance
- Communications
- Data management
- Energy
- IT
- IT and Energy
- IT and Telecoms
- IT and UAS
- Logistics
- Other
- Registration
- Telecoms

ETC COVID-19 Response Plan

- **Pillar 2 : Meet increased demand for Technology services**
 - Provide technology services to humanitarians and health authorities in locations such as Isolation centres, Quarantine Centres, Operation Centres, treatment centers.
 - Provide guidance to partners on connectivity & technology services



ETC COVID-19 Response Plan

- **Pillar 3 : Support Risk Communication**

LIBYA

14,000+ calls received by call centre

CENTRAL AFRICAN REPUBLIC

Setup of COVID hotline for government

MOZAMBIQUE

Rehabilitated radio stations used for COVID-related messaging

YEMEN & PACIFIC

COVID hotline for government

CHATBOTS TO SUPPORT COVID HOTLINES

Libya, CAR, Iraq





Submitted inputs to the **GLOBAL HUMANITARIAN RESPONSE PLAN** to support risk communications & operational scale-up in certain countries



SUPPORTING HEALTH AUTHORITIES in Bangladesh, Central African Republic (CAR), Libya, Pacific, Yemen



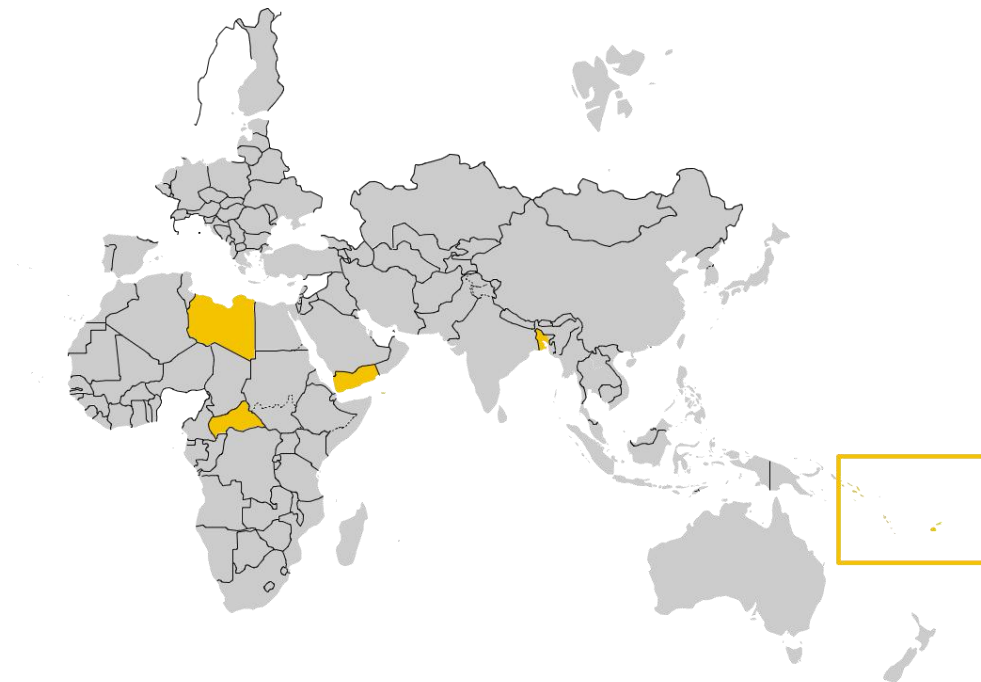
ENGAGING WITH GLOBAL PARTNERS to map resources including staff and equipment



DEDICATED INFORMATION MANAGEMENT provided for the COVID-19 response



COVID-19 pandemic began in Wuhan, China on 31 December 2019



BANGLADESH



Will provide **connectivity** in 20x **Severe Acute Respiratory Infection (SARI)** treatment centres

CAR



COVID-19 CALL CENTRE **set up** in Bangui



EXPLORING the use of Chatbots to offload call centre

LIBYA



COVID-19 CALL CENTRE **operational** in Tripoli



EXPLORING the use of Chatbot to offload call centre

PACIFIC



FIJI COVID-19 CALL CENTRE supported with **training** for operators



21 PACIFIC COUNTRIES AND TERRITORIES supported to implement COVID-19 **operational strategies**

YEMEN



Supporting set up of **2 COVID-19 HOTLINES** in Sana'a and Aden



CONNECTIVITY provided in **quarantine units**

COVID-19 Impact on Global ETC activities

- **Trainings**
 - Postponement of ETC Coordination Course
 - Cancellation of Let's Net & gear.UP
 - Piloting of first 'Virtual Training Course' in Q3
- **Cancellation of Planned events**
 - Plenary Meeting, now held virtually
 - Field Missions (CAR, Yemen, Nigeria)
 - Bilateral meetings with Partners (e.g. UNICEF visit to Rome)
- **Development of strategy beyond 2020**
 - Delayed until Q3/Q4 2020

COVID-19 – Strength in Partnership

Cyclone Harold

- Activation of CCC
- Identification of local service providers that provided services using free bandwidth made available by operators
- Coordination between ETC team on ground, Satellite Operations, and ITU for provision of services using local capacity



Questions?



Update on NetHope's Response



CONTENTS

Member Needs Assessment

Current Operations

Potential Projects



Member Needs Assessment

Supply Chain

Remote Working

Information Management

NETHOPE



Current Operations

International Rescue Committee

Colombia

Norwegian Refugee Council

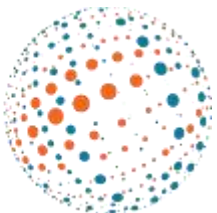
Colombia, Venezuela & Ecuador

International Medical Corps

Cameroon



NETHOPE



Potential Projects

Kakuma & Mahama Camps

Kenya & Rwanda

Services

Connectivity & Access to information

Mobile money

Education



NETHOPE



Questions?



Update on WVI

Anthony Kimani, WVI





COVID-19 Emergency Response (COVER)

1 June 2020



COVID-10 Emergency Response



World Vision is responding to the impact of COVID-19 in **more than**

70 countries.

Our **US\$350 million response** aims to reach

72 million

including

36 million children

especially the **most vulnerable.**



GOAL: To limit the spread of COVID-19 and reduce its impact on vulnerable children and families



OBJECTIVE 1

Scale up preventive measures to limit the spread of disease



OBJECTIVE 2

Strengthen health systems and workers



OBJECTIVE 3

Support children impacted by COVID-19 through education, child protection, food security and livelihoods



OBJECTIVE 4

Collaborate and advocate to ensure children are protected

World Vision's COVER Impact



(figures from 70 countries as of 31 May 2020)

People reached
36,311,778

 Men 10,421,832

 Women 11,531,214

 Children 14,362,917

Boys 7,027,202 Girls 7,335,715



3,452,240

Community members provided preventive materials



66,619

Faith leaders disseminating preventive measures



618,383

Children supported with child protection programming



141,624

Medical personnel provided personal protective equipment (PPE)



3,571,925

People reached with food security assistance



US\$11,866,744

Cash and voucher assistance distributed



974,651

Children reached with targeted, age-specific health education



128

Global, regional, national policy changes achieved through advocacy and external engagement to improve international response to COVID-19

- **Community Engagement** at the core
- **A shift towards Secondary Impacts of COVID-19**, especially Livelihoods
- **Scaling up Digital**
- **Deepening Partnership** with Faith Leaders



- **Working From Home** (35,000 staff)
 - Uptake of Collaboration Platforms
 - IT Support
 - Online/virtual training
- **Cyber Security** and services disruption
- **Prioritization** in the current context
- **Supply Chain** disruptions





MANGA	Y	Y	5-10	1	0	Y	EIS
NGALA	N	Y	5-10	1	0	Y	EIS
NGAZA	Y	Y	4-10	1	0	Y	EIS
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Bessy - 3
Christabelle
Ames

17/10 - 17/10
MM 2/12

ETC PLENARY MEETING - JUNE 2020
**Session title: Community Engagement
in time of Social Distancing**

Presenter: Stellar Murumba
smurumba@INTERNEWS.ORG



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1. Community Engagement

The Internews Way!

- ❑ Internews' approach to community engagement usually involves a range of mechanisms, many of which are face-to-face.

- ❑ Given the current pandemic context, we adapt our trusted CWC methodologies to ensure people have access to information that responds directly to their questions and concerns, thus tackling
 - misinformation and
 - dispelling rumors at the same time.



METHODS OF DATA COLLECTION

- ❖ **Social media:** we train our partners to get creative on social media
- ❖ **On-ground:** through our community correspondents
- ❖ **On Air:** Live radio call-in show
- ❖ **USSD:** SMS during live radio call-in show



2. RISK COMMUNICATION

- Radio Magazine**
- Repeat Shows**
- Experts**
- Dedicated COVID-19 CORNER**
- Keep Reporters Working Safely**



3. ACCOUNTABILITY

❑ “In the Loop” Bulletin

- ✓ Comes as an extra bonus to CWC.
- ✓ Gives beneficiaries the assurance we are listening to them.
- ✓ Gives insights into the changing needs of the affected population and challenges around service provision, access to information, rights issues etc. that can help them adjust and adapt their programs.

❑ Virtual Community Roundtable

The image shows a screenshot of the 'In The Loop' Refugee Voices Bulletin newsletter. At the top, there are logos for Internews, the United States Department of State, SMDC (San Mateo Development Centre), and FilmAid. The issue is identified as #06, dated May 28, 2020. The main title 'In The Loop' is prominently displayed, with 'Refugee Voices Bulletin' written below it. The newsletter content includes a detailed description of the bi-weekly data-driven humanitarian feedback newsletter, its purpose, and the methods of data collection (Online, On-ground, and On-air). It also features a data visualization showing that 69 persons were collected from, with 51% being female and 49% being male. The bottom section is titled 'HEALTH & BORDER CONTROL' and contains two testimonial boxes with text and identifying information.

Internews Local voices. Global change.

United States Department of State

SMDC San Mateo Development Centre

FilmAid

#06 | May 28, 2020

In The Loop

Refugee Voices Bulletin

“In The Loop” is a bi-weekly data-driven humanitarian feedback newsletter, produced to inform organizations and local authorities delivering services to refugees, returnees, and host communities in Dadaab. Internews aims to achieve two-way humanitarian communications for closing feedback loops to support the humanitarian community’s effort to put the concerns and feedback of the affected populations at the forefront of their service delivery to enhance accountability. The Community feedback used in this report is sampled from recorded Vox pop interviews, social media platforms, and other feedback collected from the weekly live radio call-in show (Bilan) broadcasted in Dadaab by Star FM’s Radio Gargaar 97.1FM. The topics of discussion for the period mapped was the rise of domestic violence in Dadaab refugee camp in the wake of COVID-19 and community’s thoughts on the new cases of COVID-19 in Dadaab refugee camp.

A total of 69 comments were recorded in the week of May 11 - May 24, 2020.

Methods of data collection

ONLINE ON-GROUND ON AIR

Data collected from 69 persons

35 Female 51% 34 Male 49%

HEALTH & BORDER CONTROL

Community concerns and requests on the new cases of COVID-19 in Dadaab refugee camp.

Before confirmation of the cases, neither did I believe in the existence of the disease nor did I fear, but now I am very scared because I am aware the virus has no cure, I even avoid my neighbors. They are businesspeople coming to the camps from Somalia. We want to request authorities to test and quarantine them upon their arrival to safeguard our health.

Adult, Female, Hagadera Camp.

People in Dadaab do not have any fears or concerns regarding the disease because they interact freely with no practice of social distancing and sanitizing.

Adult, Female, Dadaab.

People who live in the camps are incapable of controlling the disease. We are very scared of the event the infection spreads.

Adult, Female, Wajir.

Virtual Community Roundtables

- Platform
- Instant response
- Listen
- Community shapes content



Questions?



Responding Together

CONTENTS

- After Action Review Mozambique
- Crisis Connectivity Charter (CCC)
- Operation Challenges
- Group Discussion





ETC PLENARY MEETING - JUNE 2020

Operational Lessons Learned

Nizar Zeidan & Alexander Thomas
UN Refugee Agency (UNHCR)



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After Action Review

After Action Review

Cyclones Idai & Kenneth, Mozambique

- I – Methodology and process
- II – Recommendations
- III – Outcomes and follow-up



I - METHODOLOGY & PROCESS

I	Online survey	Collect high-level feedback on overall response to Idai and Kenneth in Mozambique.
II	Individual interviews	Obtain individual feedback on aspects of the response relating to coordination and service provision.
III	Roundtable	Share experiences and recommendations as a group.
IV	Final report	Combine findings and recommendations gathered in all phases.



I - METHODOLOGY & PROCESS

Areas of focus:

Coordination

Technical solutions

Information Management

Communication

Services for Communities (S4C)

Preparedness

Capacity Building



II – RECOMMENDATIONS

Critical recommendations:

- Clarify the process for managing, updating and storing assessment data, enabling information to be constantly up to date and relevant to the response.
- Consider **specific power solutions** for all standard equipment deployed by the ETC.
- Initiate more **stringent Quality of Service** standards.
- Promote inclusivity to ensure **equal status between all Partner Organisations**.
- Develop a template that Partners will fill in on an on-demand basis, providing **key information on country profiles**, including customs procedures



III – OUTCOMES & FOLLOW-UP

Recommendations	Outcome
I. Clarify the process for managing, updating and storing assessment data, enabling information to be constantly up to date and relevant to the response.	<ul style="list-style-type: none"> • Access to data for ETC responders via dedicated repository; • All data collected and analysed by ETC Coordinator; • All data reflected in ConOps and SitReps. • All public information available on ETC Website.
II. Consider specific power solutions for all standard equipment deployed by the ETC.	<ul style="list-style-type: none"> • Increased engagement with partners on green technology; • Partnership proposal drafted and shared with prospective partners; • Collaboration with MSB for provision of green energy solutions in emergencies; • ETC working on LTA for procurement of green energy solutions through WFP.
III. Initiate more Stringent Quality of Service standards	<ul style="list-style-type: none"> • Global ETC Cybersecurity Taskforce working on QoS for ETC environments. • Ericsson Response has implemented bandwidth management solution on WIDER based on NTOP technology.
IV. Promote inclusivity to ensure equal status between all Partner Organisations.	<ul style="list-style-type: none"> • Efforts made to increase partner visibility (global and local); social media, situation reports, articles, blogs etc; • Logos of partners who contribute displayed on website operations page; • Creation of additional communications products.
V. Develop a template that Partners will fill in on an on-demand basis, providing key information on country profiles, including customs procedures.	<ul style="list-style-type: none"> • U.S. Department of State supported creation of ICT Country Profile Template; • The template has been tested and will be rolled out as part of ETC preparedness efforts; • Country Profiles will be published on ETC Website.



ETC PLENARY MEETING - JUNE 2020

Operational Lessons Learned

Simon Gray
Global VSAT Forum (GVF)



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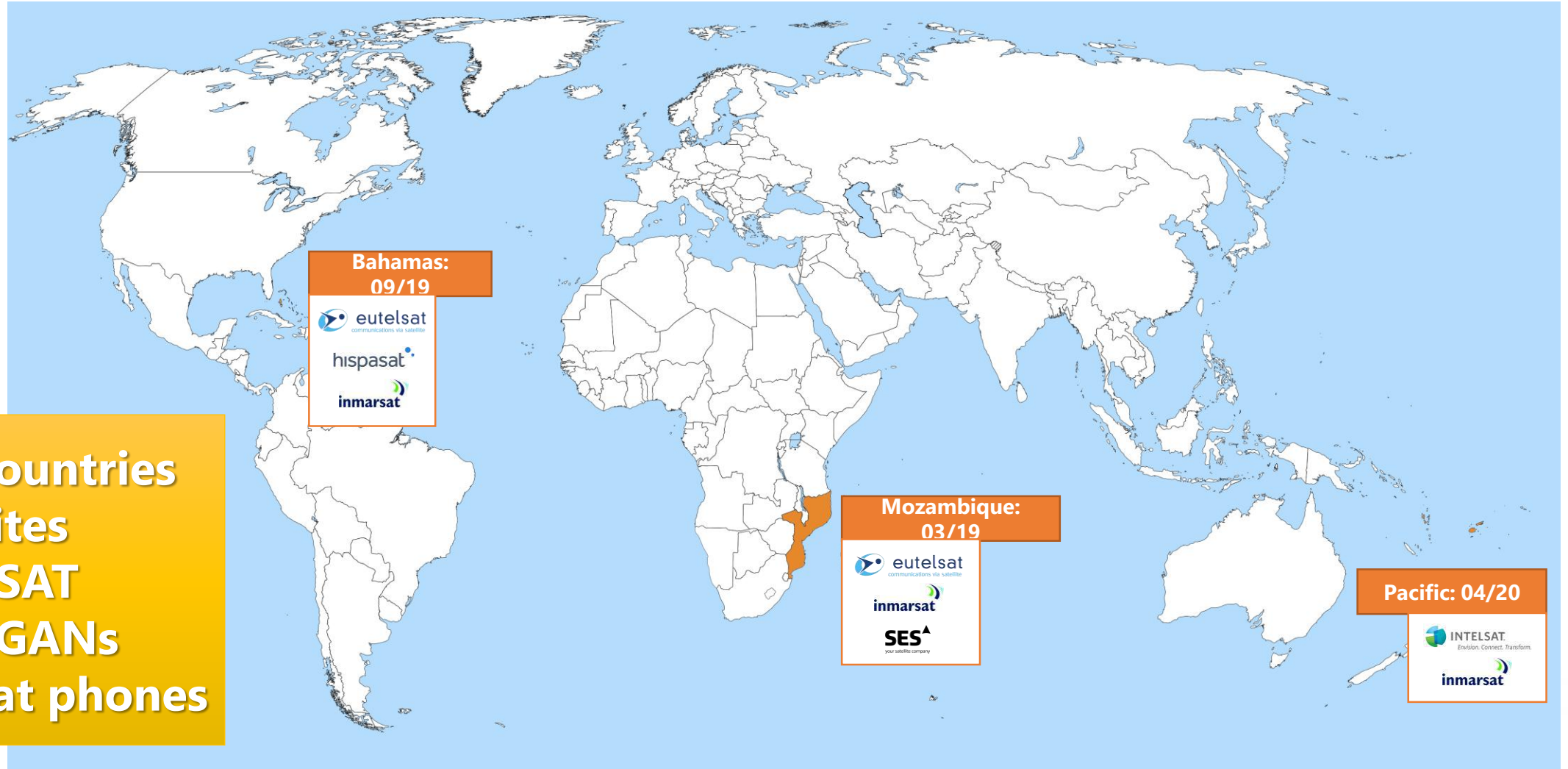
Crisis Connectivity Charter

- 8 Satellite Operators
- 3 Supporting Organizations
- \$1.4 millions worth of donation
- Equipment prepositioned in three UNHRD locations
- Free connectivity services for three months
- Training packages
- Activation protocol and service coverage



CCC: Activations

3 Countries
10 Sites
16 VSAT
6 BGANs
10 Sat phones



CCC: Lessons Learned

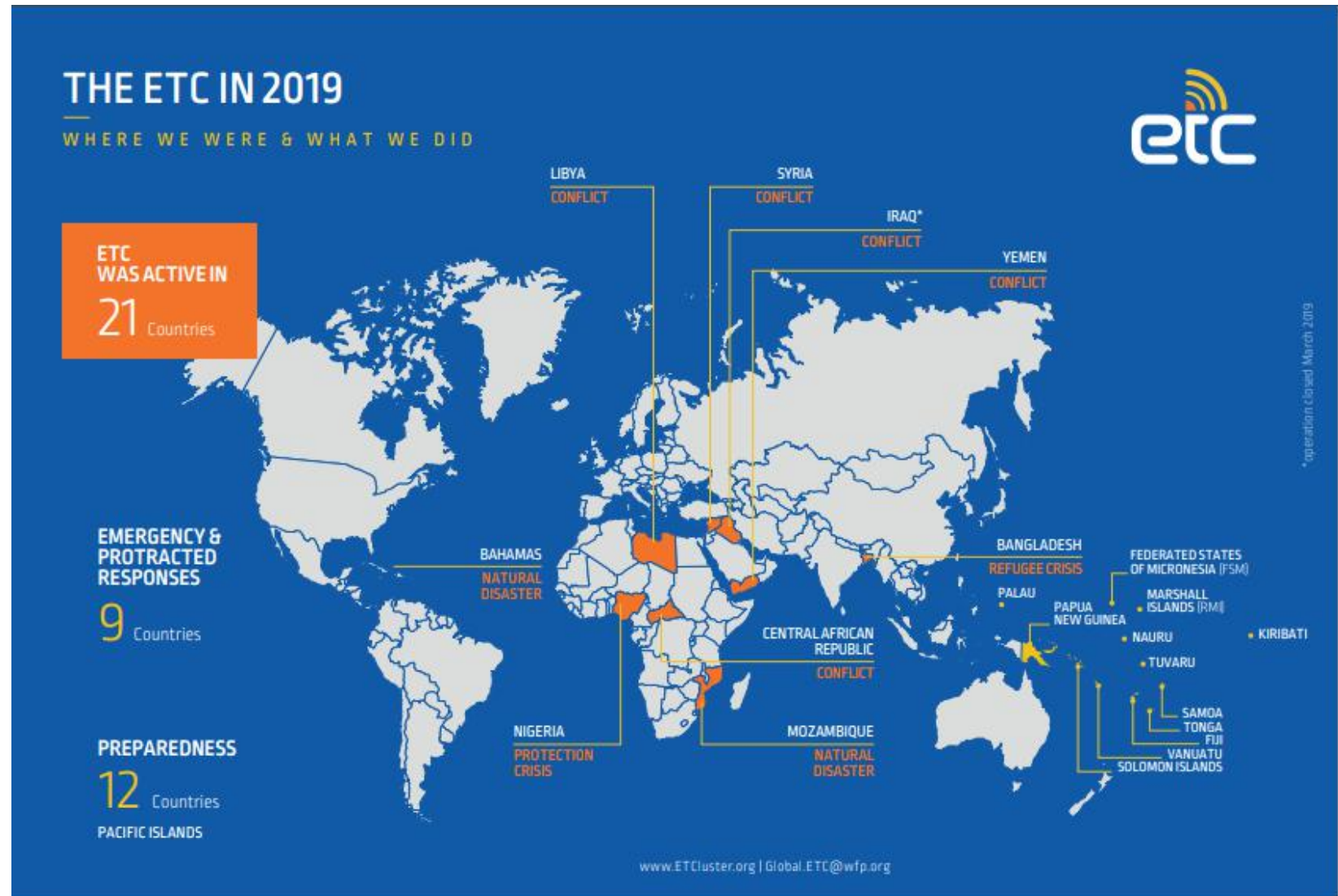
- CCC Beyond 2020 Meeting – Rome, 11/19
- ETC and operators to understand current challenges for better collaboration
- Adapt to the changes of requirement to increase ETC response capacity,
 - More portable equipment
 - Possible to deploy services for more than 3 months
- One training package



Where we were and the challenges

From conflict to disaster,
the ETC:

- Supported **9** emergencies
- Serving **12,500** users
- Across **4** continents



Group Discussion

Participants will be divided into 6 groups.

Topic to discuss:

Based on the COVID-19 and operational lessons learned presented, in groups, identify the key areas that you think the ETC should:

1. Continue to do
2. Stop doing or
3. Further explore to continue improving its responses today considering the challenges of COVID-19



Recap



Celebrating our collaborations

Emma Gilson, Global ETC

CONTENTS

Testing our knowledge

ETC milestones

Areas of work: Filling the gaps



Testing our knowledge

Let's start with a quiz!

Instructions:

- Click on the link in the chat
 - Enter your name
 - You are ready to play!

 - There will be 5 multiple choice questions
 - No points for speed
-



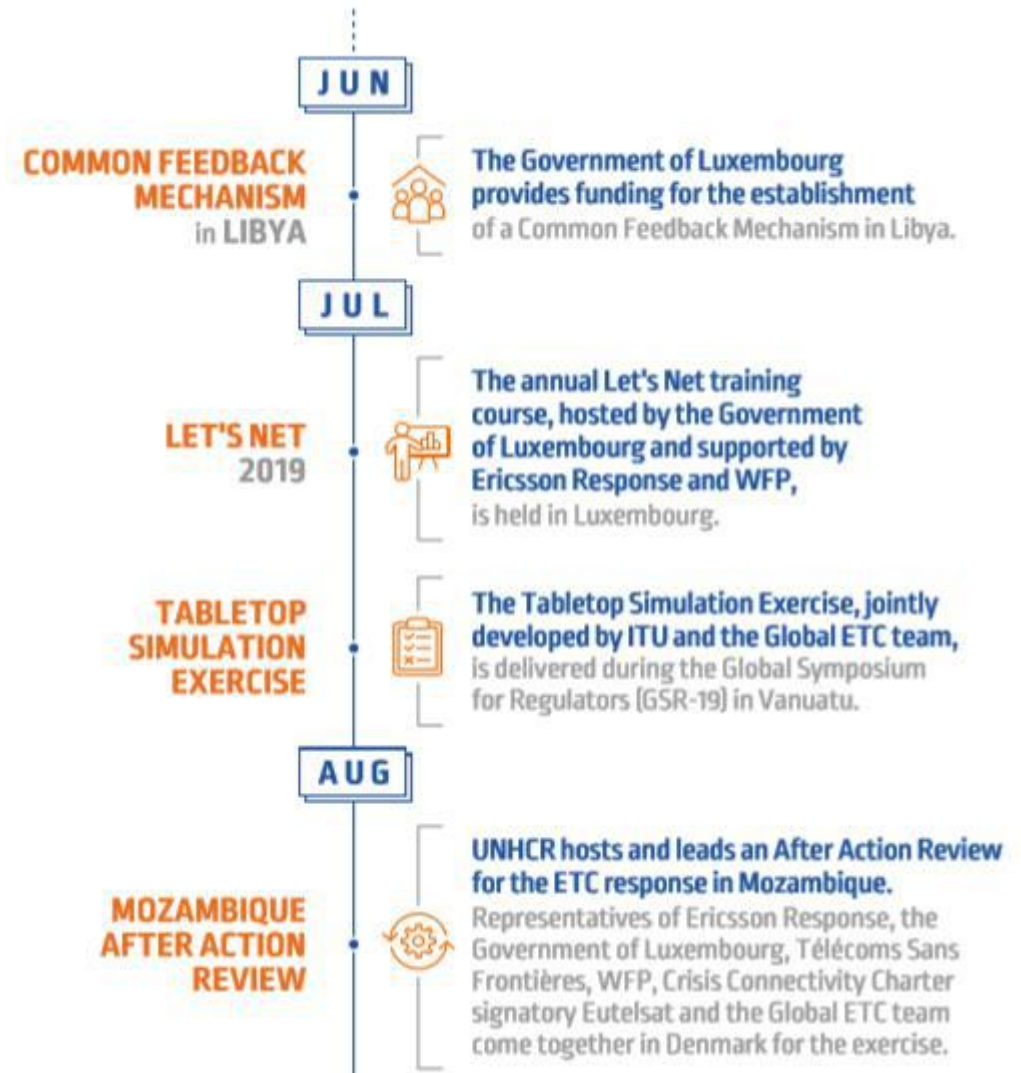
Enter your name

Submit

ETC milestones



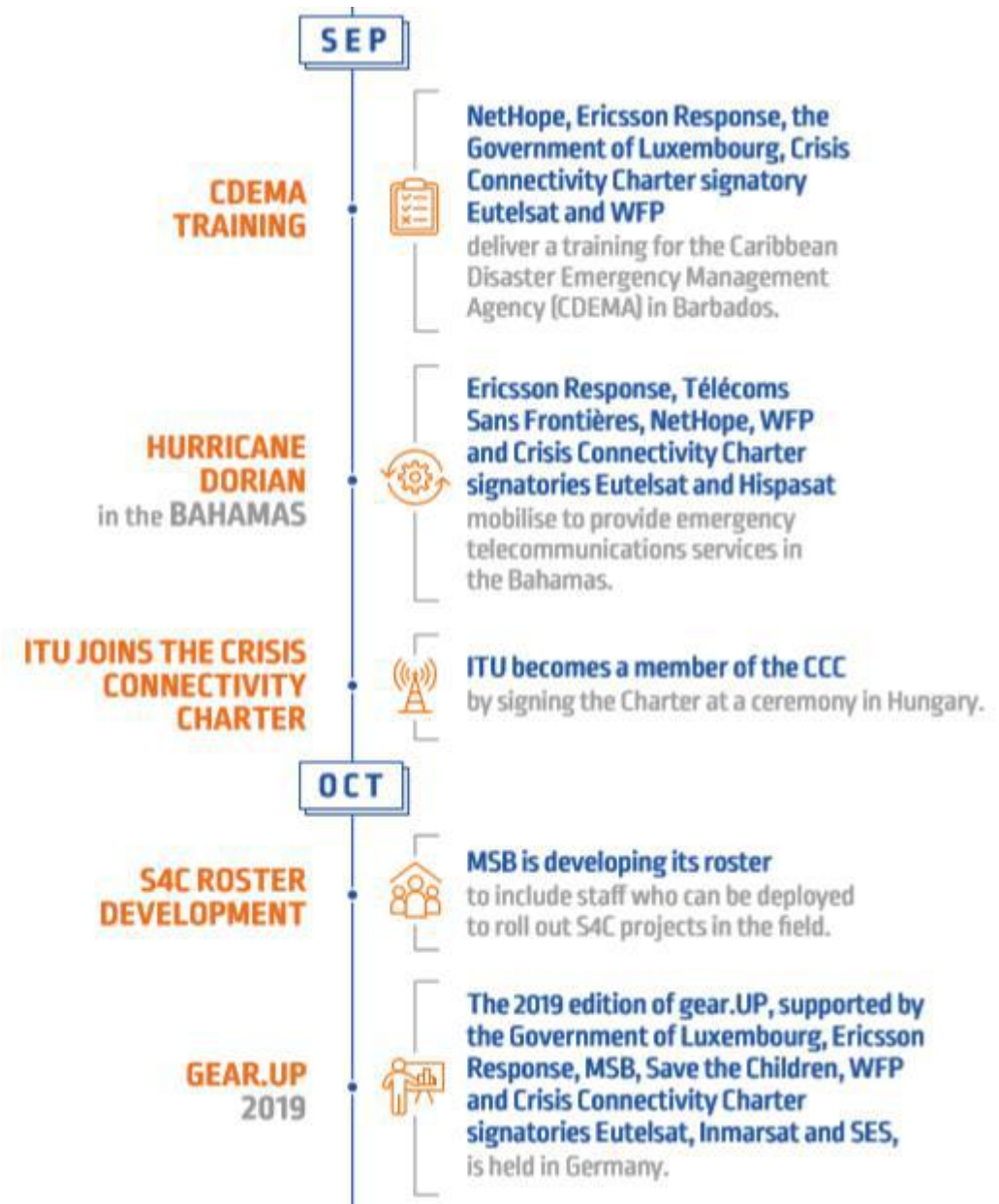
Libya CFM becomes COVID-19 hotline in 2020



ETC milestones



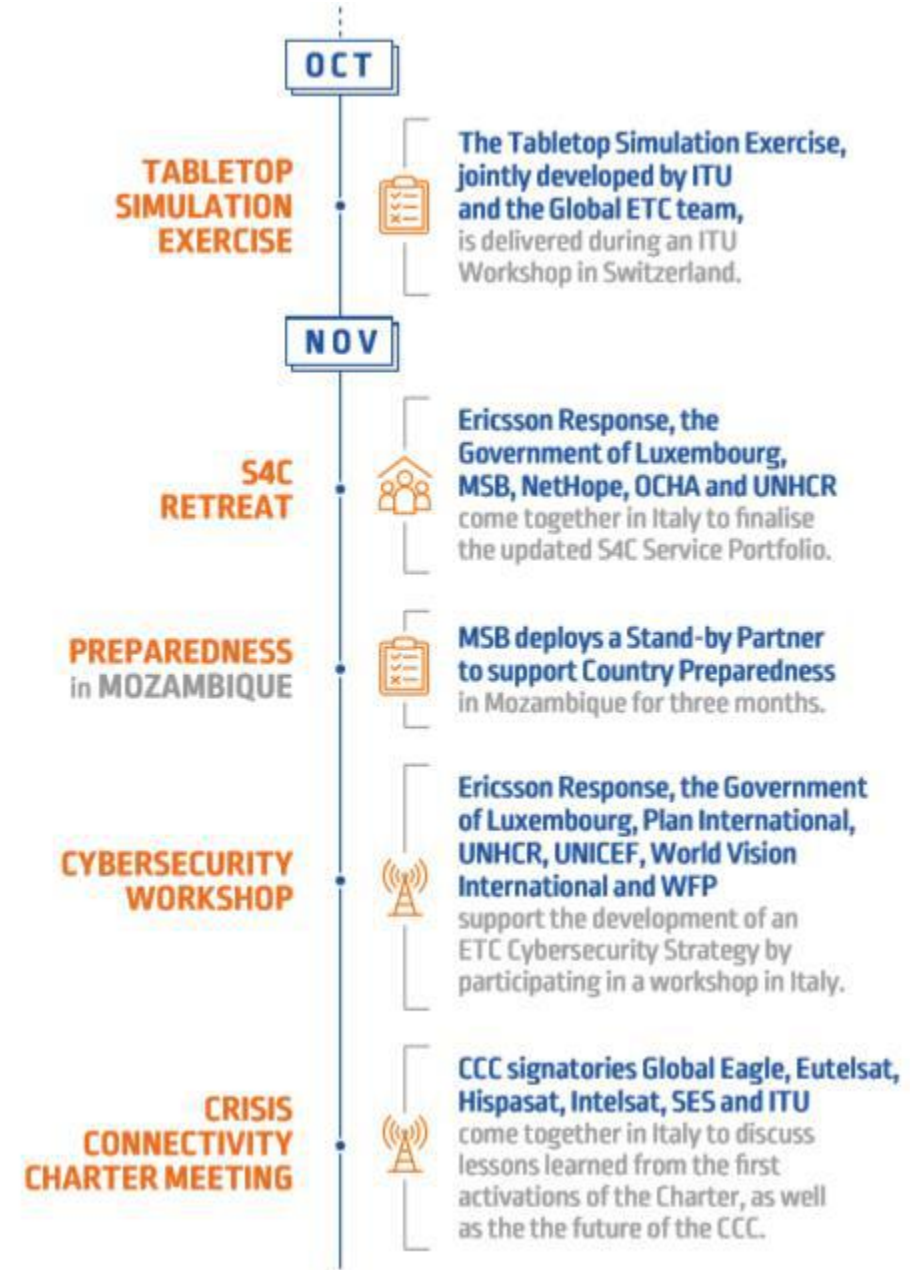
ITU becomes a signatory of the Crisis Connectivity Charter



ETC milestones



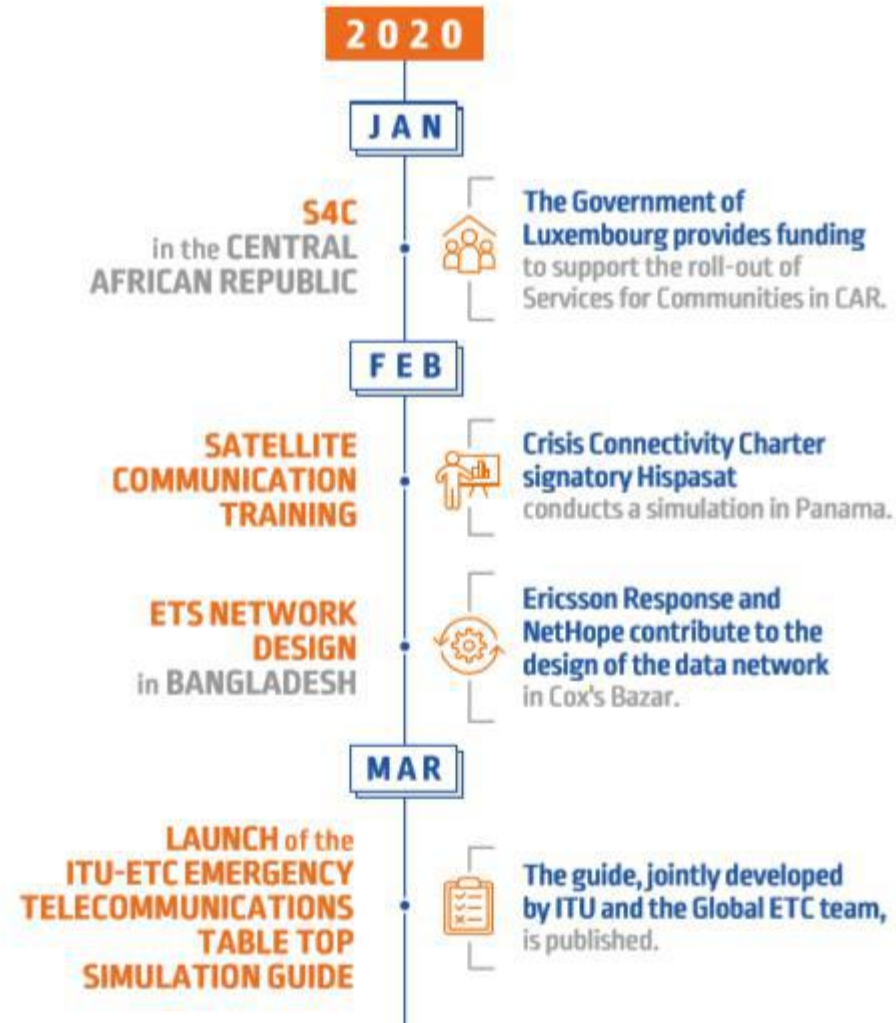
Cybersecurity workshop



ETC milestones



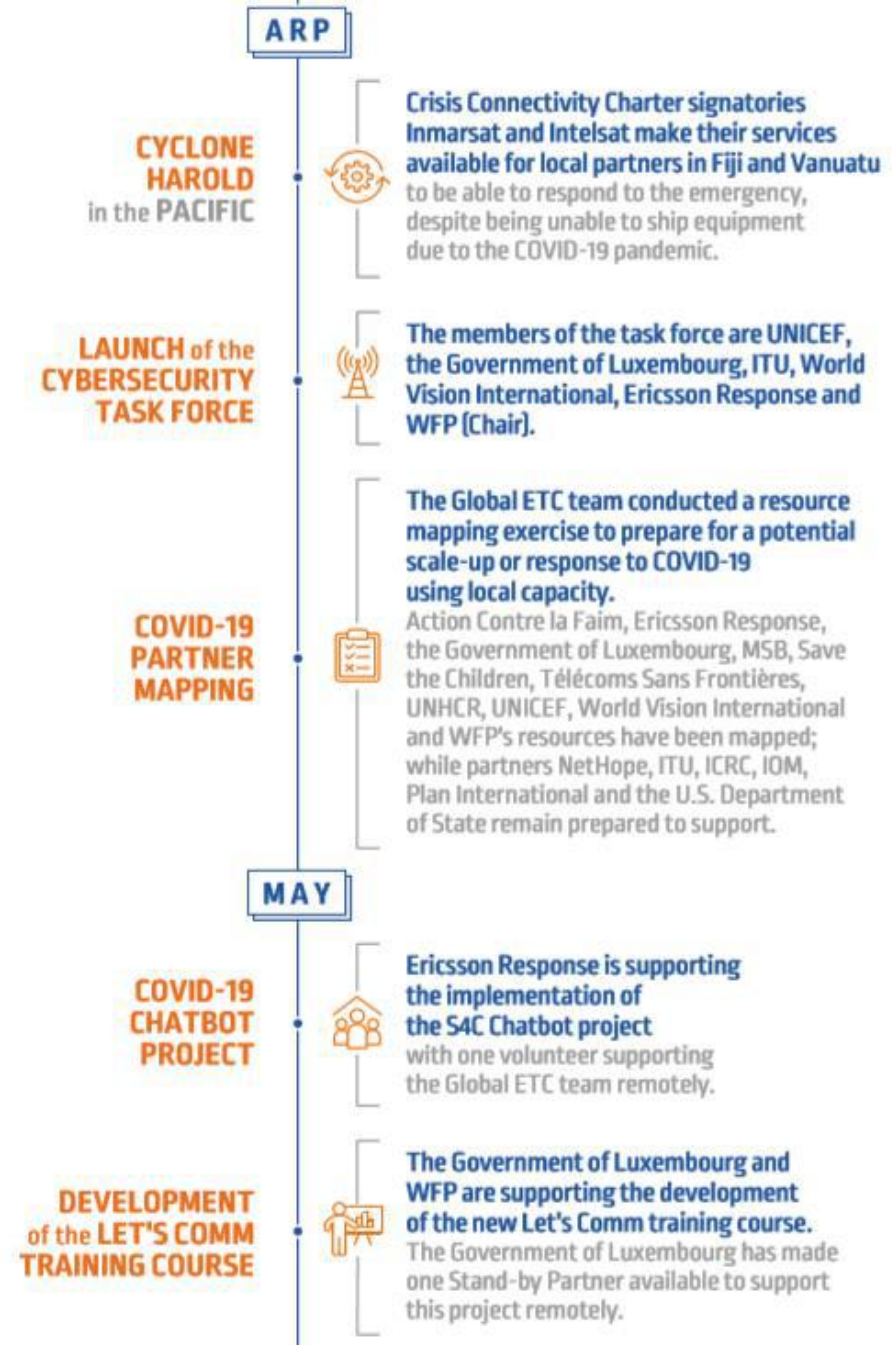
S4C phone booth assessment in Bria (CAR)



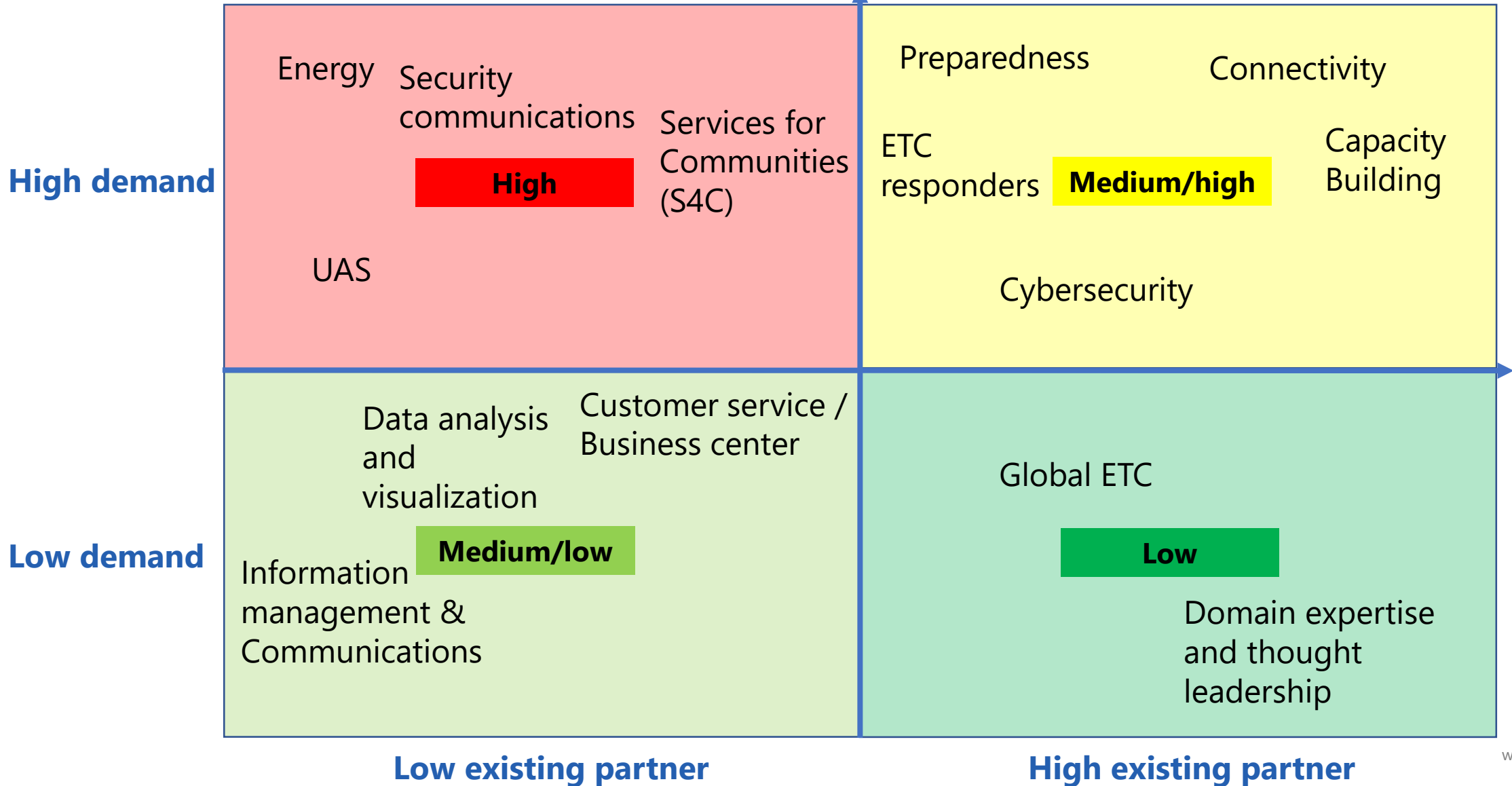
ETC milestones



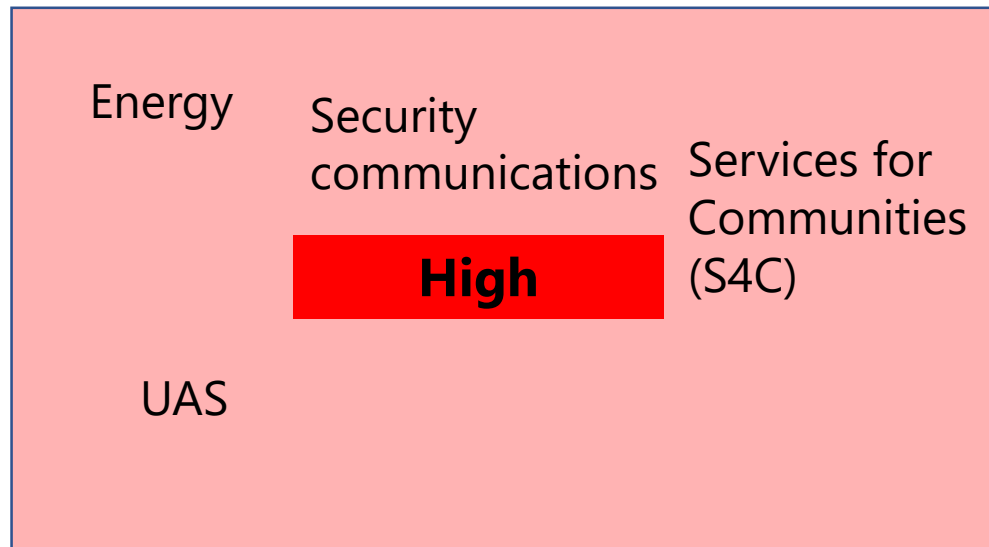
ETC partner resource mapping



ETC Areas of Work: Partnership engagement



ETC Areas of Work: Partnership engagement



Security communications

- MSB and Government of Luxembourg supporting development of service packages and training courses

Energy

- MSB: Developing a service package
- Engagement with prospects (Tesla, WEnergy, Hitachi, Panasonic)
- Funding proposal to preposition solar kits in ETC/ETS operations

S4C

- MSB developing roster of S4C staff
- Government of Luxembourg funding and solution development
- Engagement with REACH

Questions?



Wrap up Day 1

Enrica Porcari, Chair of the ETC

