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3RD GLOBAL FORUM ON EMERGENCY TELECOMMUNICATIONS (GET-19)
INNOVATING TOGETHER TO SAVE LIVES: USING TECHNOLOGIES IN DISASTER MANAGEMENT
SESSION 6: ICT STRATEGIES, POLICES AND PLANS FOR DISASTER MANAGEMENT
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>> JOSEPH BURTON: Greetings, everyone and welcome to session 6: ICT strategies policies and plans for disaster management. I'm Joe Burton, I'm counselor for technology and security policy at the United States Department of State and I'm pleased to be the co-rap atore for the ITU-D study question, question 5/2 on utilizing telecommunications for disaster reduction and disaster management and I'm pleased to be here along with my co-rapporteur, Mr. Sanji who is participating in the audience.

So far in GET-19, we heard about the increasing frequency of disasters and those would have faced and rebounded from unimaginable disasters and the need to prepare and plan for all hazards and phases of disaster management to enable communications resilience, continuity, restoration, and recovery.

And there's been a lot happening here. We have met many stakeholders with a role to play in emergency communications preparedness and response, including UN colleagues, NGO colleagues, industry, academia, and civil society just to name a few.

And those are keep stakeholders who we are going to need to engage and coordinate with, well in advance of a disaster.

How do you do that? Well, this session gets to the heart of true preparedness, because we're going to discuss how to operationalize emergency communications management through the development and updating or -- and/or updating of national communications emergency policies, plans, and standard operating procedures.

Just to name a few.

So we are doing this in a conversation with our panelists and with you. So I would like to briefly introduce our three panelists, to my right, I have Mr. Cosmas Zavazava, chief of projects and knowledge management department, telecommunications development bureau, ITU, greetings.

To my far right, I have his excellencity Mr. Leallailepule Rimoni Aiafi. Greetings. And to my left, I have Ms. Abida Shaukat, who is director of radio-based services, Pakistan Telecommunications Authority.

And minister, Aiafi, did I mention your title? I really wanted to get your name right.

For the format, we will start with Mr. Zavazava. He will make a brief presentation on the ITU, their recently drafted global guidelines to develop national emergency telecommunications plans, and that is on our event website for

GET-19. So I encourage everyone to review it. And then Mr. Zavazava's presentation will be followed by a discussion with our colleagues from Samoa and Pakistan on their experiences developing their national plans. And that's an important conversation to have with you, as the experience in this room will help us all chart a path.

So please, Mr. Zavazava. We look forward to your presentation.

>> COSMAS ZAVAZAVA: So good afternoon, everybody. I know you just came from lunch. If I send you to sleep, have a good afternoon. But I hope I will keep you awake.

This particular session is introduced by the moderator is going to be looking at how preparedness plays a critical role in a disaster risk reduction and also disaster management.

I'm particularly going to present to you some guidelines that where he developed, which could be a roadmap for countries and stakeholders to use as they prepare for emergencies and apply during emergencies.

The guidelines is self-explanatory, it's not a prescription. It's not a panacea. It's just to show you some good practice and some proposal. Every country is unique and has the freedom to modify some elements of the guidelines. The first thing that I should say is I'm coming from the premise that a national emergency telecommunication plan is an integral part of the national disaster management plan. Existing on its own, it's like having a live fish out of water, and we don't want to do that. So that is the departure -- that the point of departure. In many countries where we have we have discovered in the national disaster act, this is a loud absence of the application of information and communication technology.

So I'm going to be roaming from policy to the legal framework, referring, particularly to the temporary convention, which is break barriers on cross border movement of equipment in terms of emergency and the domestication of that into national laws and regulations. And then I go down to the regulations, things like licensing issues, spectrum issues, technologies.

The fact that the technology, when we talk about the national emergency telecommunications plan, the prescription is or the advice is that it has to be technology neutral. Then I will be talking about strategies. I will be talking about standard operating procedures. So this is what I have already said and, in fact, in the national emergency telecommunication plan looks at processes, strategies, strategic plan, and so forth.

So that is what makes it a plan. That is what makes it a key tool in the tool box, when you are preparing and responding to disasters. The idea is to talk about the neutrality of communication, access, making sure everybody, even those who live in rural areas, particularly those in the least developed country, 70% of the population is in rural communities but we have to make sure that those two are covered. This is particularly for early warning, but OEM is to make sure that it's multihazard, whether it's an earthquake, a flood, we should be able to use the same technology.

And that technology does not have to be a specific technology. It has to be neutral. We have to be able to mobilize satellites when terrestrial networks have been disrupted and destroyed and we have to be able to use modern technology in terms of big data, we have to protect issues of privacy and we have to use future intelligence, robots and other such technologies.

There are principles that we came up with in the guidelines that relate to the development of the national emergency telecommunication plan, and those include the need for strategy to address pretty much all potential hazards. Because otherwise, it would be inadequate. And you never know emergencies are emergencies. They can come unexpectedly. Even if you have the most complex prediction mechanism and detection, you can also get a surprise.

There is need to raise awareness and engagement with everybody, including the citizens. It is important. That's why I think this afternoon, we will be having the exercises that we have and we recommend to have drills, simulations, and to have full participation of the citizens, the stakeholders, the private sector in the case of emergency telecommunications, the power company because you can lose power.

And we have a clear audit of what exists and what doesn't, and if we have a check list of the things that have got to be done.

Having said that, we need to be very clear, simple standard operating procedures and this should cover from the very beginning to the end. So you will have risk assessment and we talked about maps, geographical information systems, active and passive, remote sensing, et cetera, and going on to preparedness, and early warning, so that you can alert everybody and that's very important, even those who are driving on the highway. They should be interrupted and if they are listening to their favorite CD, it should go through.

Some this morning were talking about SMS. SMS is great, but

probably we need to have as prescribed by the protocol, various forms of communication because an SMS can be delayed. There's to guarantee that it's been received. You can receive it after 48 hours. And so it happens with other technologies. When you have a typhoon, it knocks down the communication.

So we must have a robust response after that is done. And of course, our telecommunication networks must be robust, resilient and redundant, and those are the key three issues that are important.

When we cut out the response, our aim is search and rescue. Our aim is to if a sill at that time the distribution of food, shelter, medicines. Our aim is to make sure that everybody can communicate, even those citizens who have been affected and not affected and they want to check on the condition or situation of their loved ones. So that is very important.

But as we do that, we have to balance between recovery and delivering of response, so that we can reinstitute the networks.

So prevention and mitigation, I already said. The legal framework, policy, regulatory framework, allocation of spectrum, licensing, et cetera, and it must be multi-stakeholder in nature, and preparedness something. But one thing I want to say is that in many acts that you find, legal texts, they say that once a president or Prime Minister of a country has declared a national disaster, their country or the government has a right to declare all private telecommunication networks as public networks. That is all fine, but it is much better if stakeholders, like the private sector, are engaged and you enter into memorandum of understanding which is one of them, and work amicablely with a common understanding for the common good.

So that's one of the things that is important. Early-warning systems are very important, and you should be able to be reaching out to everybody.

Let me say that the Tampere Convention is a very good piece of legislation. We have 48 countries that have ratified. Many of the countries are considering ratifying and will recommend that they consider seriously, but those that have ratified, we have also noticed that when emergencies raise their ugly head, they don't implement. So we need to build the capacity for those countries to implement and implement effectively and that is important.

And we should also underline the Tampere Convention is not mandatory. You can invite or not to invite.

So the country can term how long assistance from all sides

is coming in. When there's a major disaster, not only national actors, civil society, nongovernment organizations, ambulance people, human persons, through immigration or customs are the actors, but the international community, the emergency telecommunications cluster is specifically for that and other UN agencies that come to provide assistance. And that is very important to take into account.

In terms of response, yes, we need to be there on time. Prepositioning is a key element for agencies responding because the first 12 hours are critical. And it is important, but if we are prepared, we are more likely to provide assistance when it is needed in a timely manner.

So standard operating procedures are very important. It is not the technology. It is the human element. No matter we have a problem, with perfect and excellent communication tools, but the human behind it can be inefficient, and I have a few examples I will not go into. Experienced during the tsunami, someone lost their job that they were prompt enough to raise an alert that a tsunami was coming. They had to be restored afterwards because they were proven to be connect.

Somebody was talking about radio currents. When you are doing early-warning systems, the current one in Philippines we had a priest who was a HAM operator and he reported a cyclone. A cyclone that had hit enmass and when he raised an alarm, he was picked by somebody in Thailand who advised people in Manila and the helicopters could manage to go. So everybody has a role to play.

Having said this, this is what others do. They set up a national emergency telecommunications operations center. And there, you will have representation of all the key actors from the health ministry, from the environment, from of the customs from finance, from telecommunications, and with the understanding that in terms of emergency telecommunications, there is also a sub operation center, which is being run particularly by the regulatory authority of a country because those are the one who meet people in and allocate the spectrum.

And sitting in that operations center are all the key players, the military, the Air Force -- part of the military, but also power companies, telecom operators. So that if in the national emergency operations center, if a question comes an NGO, they have a line that goes directly to the sub center. If there's a spectrum issue, it can be resolved. If there's a power issue, it can be resolved. This is important, but what is most important is not to win the emergency or the disaster case. What is important is to know each other.

You have breakfast meetings, introduce each other. You have a list of actors in the different organizations, the phone numbers that are operating 24/7 and put a face to the name. And then that way the coordination will be in tack. And every ministry, government ministry could also establish a similar arrangement, reporting -- having a representation in the national emergency telecommunications plan.

This is not a panacea. This is how it could be done, but, of course, you can scale down and this is supposed to be translated from the national level to the local level to take care of operational issues, if it is said properly.

But if you read the guidelines, you should see exactly what we are talking about. The guidelines in short are composed of 1 to 10 chapters and Chapter 11 show you a step-by-step national emergency telecommunications plan and a planning process and then in annex 1 is a template that you can use, and you can modify it to your situation and that makes it a telecommunications check list. This is very important and I would like to thank Joe, the moderator, because he's co-rapporteur for our question on this subject. And part of it -- the check list was developed from the Study Group work.

We have nine recommendations which are very self-explanatory, and I think I'm running out of my time. These show you from designing of maps geographical information systems and how we can capitalize right through to the end. And if you look at the recommendations and the Recommendation 2, I will just say they are very clear in what immediates to be done, whether it is establish -- what needs to be done.

Recommendation 9, we cover and we provide communication to all the persons that need communication. And that is very important because we need authorities to communicate among themselves, government agencies for humanitarian actions and to seek more information and the government to disseminate the information to the public so that they can be served and they are told what is happening and where to evacuate and authority to authority for coordination.

So I would say this is pretty much the long and short of it. We are looking forward to receiving your comments. You can take your time to go through. It is a draft. We hope to benefit from the expertise present, and the expertise of your governments back home.

>> JOSEPH BURTON: Thank you, very much, Mr. Zavazava. And I appreciate you keeping the time too.

I was struck in your presentation when you said it's not the

technology, it's human element and that I think is what preparedness is all about. So I thank you.

And please, if you haven't already taken the draft of the guidelines off of the -- of our event site for this event, please do. And as you will see at the top of the first page, the ITU is kindly inviting review and comment through April 30th. So please take a look.

Obviously, we want to discuss those guidelines today and get your thoughts. So very excited to have this conversation.

So we are going to shift now from the development, you know the ITU-D excellent capacity building help and the guidelines. Now we will have a conversation with two colleagues who have gone through this process, which is very exciting.

And so our colleagues from Samoa and Pakistan. And so what we are going to do is ask a few questions to each panelist. You will each have nine minutes for your questions.

I have been threatened if I go over on this session. We need to get out on time for the drills -- for our drill today.

So to start, I want to set the scene. Samoa has recently released for comment both a national emergency telecommunications plan and a national emergency telecommunications operational plan. So too just last week -- which I think is applause-worthy, they have just completed this. Pakistan was assisted by the ITU to develop the Pakistan emergency telecommunications regulatory framework. This document is their preliminary phase of developing a NETP. So I will start with Mr. Aiafi with Samoa. Samoa has completed drafting its two plans with the assistance of the ITU.

Sir, can you let us know what are main benefits and the challenges of this review and how it will be implemented in five minutes, please? Please take the stand, if you like.

>> LEALAILEPULE RIMONI AIAFI: Thank you, Joe. I know I am big enough for you to see but I like standing up. You know, I'm a politician, and not a technician. I would like to take the stand so you can hear me clear.

You know, I came with my technician. Can you give a hand for my friend.

(Applause).

I just realized when I got to here, the word -- how the word "politician" came about. They put together politics and technician and you have a politician. But the difference is the technician is more specific for one area and a politician is an expert in all areas.

So first, I would like to thank the Mauritius government for hosting us and especially ITU and UN and all of those agencies

who helped brought us here, all around from the other side of earth, and from Samoa, a very small island in the middle of the Pacific Ocean.

The island is small but the people are very big. So the island is affected more from the weight of the people, rather than from natural disasters.

Anyway, we are also located where we are the first country in the world to see sun light, to receive the new day. So we get all the fresh and the good news and by the time it gets to you, it's all fake news.

I was interested in Zavazava's presentation. I have to repeat myself. We are following all the guidelines and the procedures, as already discussed, explained, but the thing is in the world today, they say that we are faced with three main challenges. Some tourism, migration and mostly environment. Fortunately, we have no problems with the first two ones, but -- the environment challenges that are faced by Pacific island countries is really affecting our existence. And we do take very serious concern when it comes to this topic, especially changing the mind-set of the people.

Since 2009, we didn't have a plan in place. Natural disasters is a common threat. It's a common threat to the Pacific Island countries but now it's more regular and more devastating, more lethal than ever before. But it wasn't until 2009, when we had the tsunami, and it was fatal and we were caught unprepared. As a result, there were quite a few lives lost and we didn't have a plan in place.

So following that, we decided to put in place a national disaster emergency man and now emergency operational plan. We acknowledged the efforts of ITU in assisting us in putting this plan together.

As Zavazava has mentioned, it's really the human factor that plays a key role. You see, the plan was put together and started in 2010, and now it's 2019. It's been in draft form until two weeks ago, when we decided to finalize after a number of reviews.

So getting back to the question, the benefits. First, now we have a plan in place. We have raised awareness in our leaders that the key role of -- the key element in this response is telecommunications. And we have to put in place -- we have to use the technology available and how we are going to use to make our people prepare, to make our agencies, our emergency agencies come together, not overlapping, but to know to take control, and how to respond to any emergencies.

So as mentioned, it's meant for reviews, and now it's in its

final form. And the challenge now is to make sure it works. And we are planning to do some -- what do we call it? Sorry.

Some drills, to put it to a test. There's no matter how good a plan is. We don't know if it works until we do drills now and then. And also there's a number of threats, a number of natural disasters, not just one. But at least we now have a plan in place.

The risks are always there, because we don't face a particular natural disaster. We have several. And every year, we are faced with flooding. Especially certain areas. Strong winds. We are fortunate that we haven't had a cyclone for the last five years. But there's a cyclone in Fuji, but Samoa is affected by high winds and flooding. Every time we see a cyclone coming, we pray to our God, to go away from us.

So it's been fortunate, and it gives us more time to prepare.

>> JOSEPH BURTON: You have one minute, sir.

>> LEALAILEPULE RIMONI AIAFI: But the challenges, the benefits -- but the main challenges, how we can come together, to work together as stakeholders and make sure the plan works.

And the common challenges, but the major challenges for a small island country like us is the funding the pa. We acknowledge the help from TCF, with our preventative measures and the equipment to assist our meteorological department, with detecting and providing regular forecasts to the nation.

Thank you very much.

>> JOSEPH BURTON: Now we have one more question. Sorry. Just very briefly, within a minute, you know, would you care to address the stakeholder coordination that went into your national plans?

>> LEALAILEPULE RIMONI AIAFI: Oh,, obviously, as we mentioned, there was no plan in place, they were all doing their individual response.

But since the compilation of the plan, we managed to bring them together and the political will has to be involved. That's the key for all the Pacific Island countries. Sometimes officials do their own area. Now our politicians, our leadership is quite heavily involved in prioritizing this area. And also shifting the attitudes of the people, because it's very hard to tell the people, to be prepared all the time.

Now we teaching -- we are teaching in schools and communities, right, from the younger age. Everyone has the mentality of being prepared for a natural disaster. But the stakeholders, we managed to bring them together, mainly because they are taking control, especially when it comes to national

emergencies.

>> JOSEPH BURTON: Thank you, sir. Let's give him a hand, please.

>> LEALAILEPULE RIMONI AIAFI: Thank you. Thank you very much.

(Applause).

>> JOSEPH BURTON: Not only does stakeholder coordination come from -- if you don't have that commitment from the top, you don't -- you really don't have a process that you can finish. So thank you so much.

All right, now turning to our colleague from Pakistan, Ms. Shaukat, in 2016, ITU helped Pakistan in form lieu lating, the PETRF. How has this framework helped Pakistan to enhance national coordination among stakeholders dealing with disaster management activities, including the private sector?

>> ABIDA SHAUKAT: Thank you. I take this opportunity to thank ITU for assisting Pakistan in formulation of this Pakistan emergency telecommunications regulatory framework, PETRF.

Pakistan lies in a region that's vulnerable to natural disasters. The 2005 earthquake resulted in the loss of month are than 80,000 lives and damage of infrastructure. So this disaster prompted the government to undertake initiatives for telecommunication systems and plan to cope with these type of plans.

The PETRF was drafted with the consultation of all stakeholders including natural disaster, all telecom operators and Pakistan society was also part of this consultation process.

So in this document, we have -- this document requires a plan to be formulated. So based on PETRF, the national emergency telecommunications plan has been formulated and this plan is a document in which we described responsibilities and duties of each entity, with responsibilities of Ministry of Information technology, disaster management, and Pakistan telecom authority and all the stakeholders have been clearly identified.

We have also maintained a list of all focal persons who will be contacted during emergency situation, and this list is available at all the times.

Furthermore, a catalogue of critical resources, and persons, has been maintained. So what we mean by critical resources, the lack of this resource will affect recovery response time for the recovery from the emergency situation.

The plan which is in place with the consultation of the

stakeholders, it has defined responsibilities of each element and under national disaster management, the national disaster management authority, should constitute the telecommunication coordination teams and these teams will be constituted at the national level, the provincial level and regional levels.

These teams will be comprised of members from ministry of IT, Pakistan telecom authority, cellular operators, base line operators and or stakeholders who will be involved in national disaster management.

So with these elements, I think there is an increased enhanced coordination among all the stakeholders and we are in a better position to coordinate in case a disaster strikes.

>> JOSEPH BURTON: Thank you so much. Now, something that really struck me is thinking of stakeholder coordination as teams, and I think that's very interesting.

Now, for a second question, what have been the main challenges, lessons learned or best practices as Pakistan is final -- has finalized it's PETRF?

>> ABIDA SHAUKAT: The policy directors from the government of Pakistan requires emergency telecommunication regulations to be in place. So under the PETRF, we have made the plan, an ETP, and we have drafted the regulations and these regulations are under active consideration by the government of Pakistan. And once these regulations are approved, operators will be obliged to implement the NETP. The NETP requires heavy investment from the operators which is beyond the scope of their commercial operations like maintaining warehouses by telcos, satellite phones, cellular, emergency back bone, recovery records, and so on. So these elements require heavy investment.

So one of the possible challenges is maybe availability of financial resources for implementation of these plans. So with respect to operators, they are recooperative and they are fully supportive and they are with the government of Pakistan for implementation of this plan.

>> JOSEPH BURTON: Thank you very much. Let's please give our colleague a hand.

(Applause).

All right so we have heard from the BDT with a brand new resource that I have been eagerly reviewing, as well as our colleagues who have gone through this process. Now we would love to hear from you. Do you have any particular questions or insights that you would like to share? Both for our colleagues in this room, as well as for any colleagues participating remotely?

So please, do we have any questions to start the discussion out on any aspect of national emergency communication telecom plans?

Yes, please, Alissa.

>> AUDIENCE MEMBER: Good afternoon. I would like to thank the ITU for putting together these guidelines. I have been a bit of a student of them the last couple of weeks, as I have engaged with the Solomon Islands, as well as Papua New Guinea to help them begin the new process of developing their NETP, the national telecommunication emergency plan. In both cases, the policy was in place and the regulation was in place and they had a good disaster management plan.

It gives you the ability to structure and take a look at your telecommunications ICTs and how they support each part of the disaster management function. So preparedness. How does ICTs support disaster management in the area of preparedness, response, recovery and mitigation.

With many of the countries, I know there's not a huge financial resource to carry out some of the things you mentioned from Pakistan. The thing that was so beneficial to the two countries I have been to, is that we had the stakeholders in the room. Had never before these particular stakeholders met face to face in some cases.

The energy sector is critical. Health is critical, education. There's so many sectors that had not sat down together and talked specifically about telecom ICTs and what they could do to support one another.

So in many cases, HF radio is out there, but the NETP allows you to document all the resources that are there and think through of how you would use them. So you then need make sure this doesn't sit on a shelf and become a paper tiger. You need to exercise with that plan and find what deficiencies maybe you have learned and improve upon them.

The ability to have in this one place the contact information for these other stakeholders that are in the room. So they have met face-to-face, but if they have this NETP accessible, they also have in the appendix in the back the frequencies, the phone numbers, who can they call and what equipment can they bring to bear.

So I have been working with the guidelines and I think it's a great document, as I complete working with these two countries on their plans, I will be glad to provide additional comments. I would certainly encourage everyone, all the countries represented in the room, to really look at developing a NETP according to the guidelines. It's well done. Put your

plan in place and then test it.

It's exercising and having that opportunity, whether this is a tabletop, a drill or a full-scale exercise, you need to be able to work through that so you learn how well the plan serves you and make the changes necessary for your environment in each hazard that you face.

>> JOSEPH BURTON: Thank you very much for that excellent insight into the work that you have on do with those countries.

Please, we would welcome any other questions. I'm sorry? Oh, Saudi Arabia, please.

>> AUDIENCE MEMBER: Okay. Thank you very much, Mr. Moderator.

My question is directed to Ms. Abida. First of all thank you for sharing the Pakistani experience. My question is regarding the responsibility of the safest provider or the mission -- the mission on the service provider. How you make sure that they are doing their job correctly? So do you have inspection on them or do you -- how do you monitor the service provider responsibility regarding the disaster management?

>> ABIDA SHAUKAT: Okay. So right now, the plan is in place, but the regulations are not in place. Once the regulations are approved, then operators will be obliged to comply with this national plan. But as a regular routine monitoring, we just do the inspection. We just check their networks availability, and we do check certain orders of their communication networks. Are they capable of working during disaster situations or not?

So right now, the regulations are not in place. So we can't force them to do anything.

>> JOSEPH BURTON: So that really emphasizes the importance of the legal framework to underpin the plan.

Thank you for your question. Any other questions in the room? I'm sure there's a lot of experience in this room, sort of implementing plans and not just implementing plans, but refining them as you -- you know, we heard this before. And Samoa said it best, that they have just finished their plan and they are already considering how to exercise it and update it and continue to work with it. And that's really impressive, because I know when I sometime finish something, I don't want to look at it immediately. It's very impressive.

Any other questions? Oh, USA.

>> UNITED STATES OF AMERICA: Thank you. We have been talking a lot about stakeholders, but I guess the question for everyone, including how the ITU approaches this when it works with other countries is how the development of a national telecommunications plan involves also other agencies within the

governments that are broader than just communications, because, of course, that plan can't be working independently from the other parts of disaster response. And how does -- I guess, how do the guidelines touch upon there. And is there experience in your country in developing this plan and dealing with all sorts of other agencies involved.

>> COSMAS ZAVAZAVA: Thank you, Kelly.

Well, I think in the presentation, we tried to respond to this issue. I think the term I should have used is when you are developing a plan, and implementing it, you should have a multidisciplinary and multisectorral approach because it is important. If you look at, for example, the NGOs, the United Nations NGOs coming in, you need your immigration to be apair, particularly, that the country has ratified the convention or it didn't, and give rights or privileges those coming in to provide assistance.

Customs, the same thing. There are cases where the international organizations about to a country and the equipment is stuck in the customs for six months, and only released after the disaster has been cleared.

So this is very important, but also there are legal amounts so the Ministry of Justice is an active player. You need to have a perspective of nongovernmental organizations. The Red Cross is a good case of point. You need to have the people would deal with the fire brigades and the ambulances. You need to have policymakers, because they drive the process. Members of parliament are equally important because they debate public policy and it's important to have buy-in.

The private sector is a critical element because they are the ones who own the networks and it is important for them no understand that they are a good citizen when they can contribute to the public good and it's important for them to have that understanding and to make voluntary contributions to their effort.

The rural community is quite important. We have talked and spoke about all technology, when following the disruptive technology discussion. You are goal is to sit and talk about traditional technology or traditional knowledge because in many disasters, it has been reported that animals broke their chance, for example, in Thailand, in Pokut, the elephants broke their chains and they went to high ground. And the tourists who were there were going towards the tide to take nice photos and videos and they were swallowed by the tide.

So it's important to understand that element everything. And it includes the beneficiaries, the rural people, they have

a lot to contribute. There are people would have knowledge and can pass it from generation to generation. Thank you.

>> LEALAILEPULE RIMONI AIAFI: Thank you. As I explained earlier, it's a different level of priorities, and we are talking about national emergency response plan. Like I said, Samoa, the middle of the ocean., it has a natural disaster emergency plan and the politicians have to take it on board and take the responsibility to put it to go. All the stakeholders involved and take the lead.

As you are aware, everything goes well. No politicians are really hurt. Something goes wrong, they are blamed for everything. So now we are taking the lead in our own circumstances in our own environments and in our own situation. We are now taking a step to put together all the stakeholders involved to make sure this plan is put in place and tested every now and then to make sure that the whole country, the whole communities are aware of this plan and aware of their responsibility when disaster hits our country.

Thank you.

>> JOSEPH BURTON: All right. So we're going to move on to the lightning round. I'm sorry. Is it a quick question? We really do need to move on. Please.

>> AUDIENCE MEMBER: Okay. Thank you. I'm from the department of civil division at Mauritius. At the airport, we have the airport emergency plan, and the drone emergency plan, which are in accordance with the international civil aviation organization requirements. I understand here the -- this is a draft guideline to develop national emergency telecommunication plan. Do you have any idea when can this draft be finalized so that we may include it in our -- our own emergency plan or airport emergency plan?

Thank you.

>> JOSEPH BURTON: We are huddling on this one for a second. So please. I think you are asking like as you develop a national emergency communications plan or a NETP, how are you coordinating with many other divisions like the airport's division and others so that they have the right information they need as you execute your plan. Would that be a fair question? Let's --

>> AUDIENCE MEMBER: I'm sorry. I did not get you.

>> JOSEPH BURTON: Well, the question we are going to answer is how the communications authority and multiple government entities coordinate across the government to ensure that everyone is aligned, even the airport authority and others with regards to the national communications goals, I mean, if that's

a fair --

>> LEALAILEPULE RIMONI AIAFI: Yes, well different countries. You are talking about an island of only 200,000 people which is easy to put to go the stakeholders.

We also have the national airport emergency plan and all the other sector plans, but we -- I'm talking about the national disaster committee, the national disaster emergency plan that involves all stakeholders, infrastructure, airport, and they all come under the national disaster committee, but they also have their own separate little plans through the whole sector. But when it comes to the national disaster plans, they all come to the whole party, the national party and that's where the government -- the politicians are involved that top level.

>> JOSEPH BURTON: We are moving on to the lightning round. I have one question for all of you and I ask that you each take one minute to answer it. Could each of you please share one key recommendation for preparing for improving preparedness in the near term and we'll start with our -- with our honorable colleague from Samoa.

>> LEALAILEPULE RIMONI AIAFI: My recommendation is what we do in our country, natural disaster is everybody's responsibility. There's no point having a plan in place if people don't know what you have in place. That's why we send out information through schools and communities. So that the people are aware that the government has this plan in place. When a disaster hits, we have a plan in place, and use for telecommunications.

>> JOSEPH BURTON: Excellent. Please.

>> COSMAS ZAVAZAVA: Thank you very much, and I should complement, when we did projects in 2005 in Samoa, that's when I discovered that was one of the unique countries that had a telephone directory with instructions explaining the kind of hazards in the disasters and what action people could take.

So as part of awareness raising, that is very good, but I would like to quickly answer this question. I think it is important for everybody to know that a successful business must have a sound, viable, bankable plan. And a successful human life must have equally, a viable, long-term sustainable plan. So it is important to plan.

And it is important expensive to respond where there's no planning, than to respond when there is a plan.

>> JOSEPH BURTON: Thank you. Very good. And finally, please, our colleague from Pakistan.

>> ABIDA SHAUKAT: The final recommendation is there should be emergency telecommunication plan in place before any

disaster. So this is the lesson we learned in 2005 earthquake. At that time, there was no plan. So we had to -- we have very difficulties to cooperate with the situation. Even assistance from the donor agencies were not an easy task in the absence of any predefined SOPs but now since we have a plan, so we are in a better position to cope with such situations.

>> JOSEPH BURTON: Thank you very much. So to close the session out, I think we have seen a number of key themes, and I'm just going to read off a few. That a national emergency telecommunications plan should have in mind that you are facilitating overall response. You are responding to all needs. You are considering all hazards. And that NETP as we call it should be an integral part of the national emergency response plan.

It should have alegal framework that enables you to execute your national plan and also we learned about the importance of high-level buy-in with our colleague from Samoa, and it's stakeholder coordination should be done at the local, the national, regional and international level.

We think about colleagues we have been meeting here who could be very useful to you in coordinating from whether they are from ITU, BDT, with the wonderful capacity building they do or the emergency telecom cluster or communications restoration, NGOs or the many private sector individuals or academia. As you and industry, of course, as you look at your plan, all of them are key.

And another thing we discussed was having not only contacts, but clear roles. If you are looking at stakeholder coordination, not only do you need contacts. You need to have the roles to reduce the overlap and you also need functions spelled out, even down to spectrum allocation as was mentioned.

Let's see, just a few more. My favorite, it's not the technology, it's the people. And that's what this planning is all about. And very key that the disaster management cycle is a continuous endeavor. You may have just finished your plan, but now it's time to test it, to exercise it, to do your after action and to improve it. So that's a constant, constant job, and an important job to do too.

National disasters are everyone's responsibility. The importance of awareness and the importance of making sure your plan is viable, long term and sustainable.

So with that, I would like to -- you know, I believe we can conclude this session. But let's please keep continuing these conversations, not only in our countries in, international events like this, with the BDT for ongoing capacity work and

with each other. And I will give you a commercial. Like in Question 5/2, which I happen to know very well.

So, please, consider submitting contributions to Question 5/2 or coming to look at our products, what have you, but we really look forward to continuing the conversation. Let's all give ourselves a hand. Give our panelists a hand. Thank you very much.

(Applause).

>> JOSEPH BURTON: And before the -- and most importantly, we will have a photo and also don't forget to vote on how great this panel was when -- you know, when the dohickey comes up, when the thing comes up.

>> Okay. That was a nice clip from ITU about this forum. So we now break for a very short coffee break. And then we will -- there will be -- again, afterwards, yes, there will be a clip and session 7 is people, processes and technologies. It's perhaps the session that a lot of people have been waiting for, the tabletop exercise. So please be back in the room on time for the last session.

Just one last thing, somebody may have misplaced their camera and tripod. If you have, if any of the delegates have, please pick it up at reception upstairs. Thank you.

(Break).

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RAW FILE

3RD GLOBAL FORUM ON EMERGENCY TELECOMMUNICATIONS (GET-19)
INNOVATING TOGETHER TO SAVE LIVES: USING TECHNOLOGIES IN DISASTER MANAGEMENT
SESSION 7: PEOPLE, PROCESS, TECHNOLOGIES - A TABLETOP EXERCISE
BALACLAVA, MAURITIUS
7 MARCH 2019
15:15

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>> MIKE ZANDVLIET: Ladies and gentlemen, please come in. Please come in. As soon as you come in, we will get on a roll.

So those of you who currently have laptops, open, now is a good time to close them down. So you can turn things off at the moment, that would help because you are going to be changing seats.

Okay. So it looks like we have almost everybody. Let's get the show on the road!

So welcome, everyone. My name is Mike. I'm going to be your exercise coordinator for this activity. I also want to introduce a couple of my colleagues who were instrumental in the design and development of this exercise. Rhea, could you please wave to everyone. Everyone, this is Rhea Sim from WFP and Salma. Is Salma in the room? Salma is over there. Also one of the key contributors to the design and the development of this exercise.

So in addition to them, we also have a number of facilitators who will be helping out during the activity. All the facilitators, please wave your hands around so they know who you are. Excellent. Thank you very much, facilitators.

My first question is those of you who would like a printed copy of the PowerPoint in French, please raise your hand now. We will distribute the printed PowerPoint in French. Hands up.

Okay. Thank you, Rhea for distributing them. Keep your hand up if you are waiting for the PowerPoint slides in French.

So my next question is: Down the back Rhea, there's someone with their hand up.

My next question is: Hands up if you have been in a simulation before. Either as a participant or an organizer, somebody running the simulation. Hands up if you have been in one before.

Okay. So that's about a quarter of the room. So that means this is new for about three-quarters of you. So let me take a few minutes to explain what a simulation is, so that it's clear, because you think everybody who has heard of simulation have different ideas.

So first up, there are four main types of simulation.

There's a drill, for example, a fire evacuation drill. It's something that hopefully have you all done at some point in your lives. There's a tabletop exercise where you have a scenario about a disaster, and you talk through the scenario, what you would do to prepare, what you would do to respond.

Then you have a functional exercise, which is where you actually practice some of your procedures, some of your technologies, some of your processes. And when I say practice, it's usually in leek a command post environment, for example, or your emergency operations center, and you are practicing your processes but you are not doing anything for real. So let's imagine the scenario required you to send search and rescue team by helicopter. You would pretend to send the search and rescue team by helicopter. You wouldn't actually do it.

But in the next one, in a field exercise, you actually would really send the search and rescue team with a helicopter and that would be part of the exercise, they would be practicing as well.

So those are the different kinds of simulation, and the one that we are doing -- sorry, some acronyms that you may have heard shown there on the screen TTX for tabletop. CPX means compan post exercise, FX for field exercise.

So the type of scenario we are doing today is a tabletop. It's having a scenario and discussing your response to that scenario.

Other terminology is crawl, walk, run.

The objective of today's exercise is to highlight the alignment between people, process, and technology for effective preparedness and response. And it's very much on the theme of emergency telecoms.

So what I need you to do now, close your laptops, stand up. Form groups of eight people that you don't know. That's important. Find people that you don't know and don't work with on a daily basis and sit down in groups of eight. Some of you will be able to just turn your seats around and form a group with the people behind you. But you need to be in a group of eight, and we suggest that you have the francophones on that side, and the English-speaking groups everywhere else. That will make easier for you to work in your native language or your preferred language.

So please stand up now and move into those groups as quickly as you can. Please move.

Okay. So if you prefer to speak in French, then please join a group on that side of the room.

Just a few seconds left. You are in your groups of eight. You need to be in your group of the eight.

Okay. Just a few seconds left. Hopefully you are in your groups.

Okay. Five, four, three, two, one. Please take your seat.

Let's get stuck into it. So welcome to Getonia! Getonia is a beautiful tropical paradise island, not as beautiful as Mauritius, but still very beautiful. It is a small nation in the Pacific. It is close to Fiji. It has all the same hazards that you would expect from a small island state in the middle of the ocean.

And Getonia is a nice place. And they have a very good government, and very good emergency response sector, who like working together and collaborating together.

There is a map of Getonia. You can see there's one main island, two smaller islands. The capital is called Getcap. Hopefully you know all of this already because you read the background documents like I asked. Hands up if you read the backup documents.

Well done. Well done. You all get chocolates afterwards. So who are you? You are pretending to be the emergency response sector in Getonia. Okay?

So you are pretending as a group, as a group, not as individuals, but as a group, you are the entire sector. You are the national government, and you are the local government, and you are the first responders and you are the NGOs and INGOs. You are the UN agencies. You are the Red Cross Society. You are the private sector, you are the military and you are the civil society as well.

So as a group, you represent the entire emergency response sector. Everybody. Isn't it nice to have all the stakeholders sitting around a table to talk about the preparedness of your country?

Key thing to understand is that you will be collaborating within your group, not across groups. So there's no need for groups to talk to each other. Just collaborate within your group.

There's some acronyms that you would have picked up if you read the background. GGTO is the disaster emergency management NECO, the national emergency coordination center.

Oh, it looks like the acronyms are not and the LECO, the national emergency coordination center.

Now you have those documents in your groups, inside a black binder. On the front is a "Welcome to Getonia sign ." And there's the QR code that you will need to scan during this

session.

All right, you also have in the -- in your binder a copy of the organogram. There are clusters for cross-agency coordination and those clusters are led by the government of Getonia. So the United Nations and the humanitarian sector, they contribute to those clusters, but the clusters are led by the government, and that is a model that is happening more and more around the world, where countries -- the national government takes the lead, and leads each of the clusters in the country and everyone else coordinates with them.

Now here's your first task. Your first task is to prepare a tsunami emergency plan for emergency telecoms. Soul make a list of required prepareness plan. These are the things that you think Getonia needs to do to prepare for a possible tsunami. You will do this on the blank paper that's on your tables with the marker pens. There should be paper available.

After you made a big list, then I want you to assign priorities which one would be the first thing that you want to implement now, before the tsunami happens?

So number them, one, two, three, four, five, and the priority order. And if you get through all of that, then the next thing I would like you to think about is how will we know when we have achieved readiness?

How will we know that we are successful in our preparedness phase? So the example there is how will we measure it? Maybe an acceptable measure might be that 90% of the population can hear -- within 3 kilometers of the coast, can hear the tsunami warning sirens. That may be a good way to measure that.

So you have 20 minutes for this activity. If you have questions or you are confused about what's required, then talk to your facilitators who will be walking around the groups and the tables.

You have 20 minutes. Your time starts now. Go ahead.

(Working in groups).

>> MIKE ZANDVLIET: We have five minutes left. Five minutes left.

Four minutes left, four minutes left.

Three minutes.

Less than one minutes.

All right. Time is up. Time is up. Pens down!

Okay. Thank you. Stop talking with your groups and please, eyes this way.

So here's your first polling question. There it is. And you can scan the QR code on the front of your group's binder. How prepared is Getonia for a tsunami in terms of emergency

telecoms?

Please do the polling now. Get out your phones. Scan the QR code, answer the question.

So everybody responds. Everybody in the room should be scanning the QR code. Everybody should be answering the question.

Okay. Sorry. One minute. The question has not been released yet. Those of you who are not yet on the page, go ahead and scan the QR code and you will be ready to answer it as soon as they have released the question.

Okay. It is released. You should not be able to answer the question. So ten means perfectly prepared. Perfectly ready. One means not at all ready.

Okay. So it looks like if we were to take an average, probably somewhere of 7 out of 10 for preparedness, and I think it's important to understand that when people answer these questions, they often think, well, how prepared would my country be?

So maybe Getonia is better prepared than where you are from, for a tsunami, or a natural disaster of any kind. So that's good to know. Let's move on and we see what happens next in the wonderful paradise of Getonia.

(Video).

>> MIKE ZANDVLIET: Dah, dah, dan! There's a cap alert. Urgent, tsunami warming for 8:59 a.m. on the southwest coast of Getonia. Waves up to 7 meters high! They are anticipated. Immediately move to higher ground. Listen to local news.

Alert, alert, alert. There was a duty officer who was laying awake, scared about the possible risk of a tsunami and suddenly their worst dreams came true. A tsunami alert has arrived on their phone. What do they do?

The national emergency operations center informed the public broadcasters to get the message out to the public as fast as they can. They use cat messages to disseminate the alert, as widely as possible in the country of Getonia. They start the sirens.

[Sirens]

And they send out to social media. They also stand up the full complement for the NEOC and they contact the LEOCs and the two divisions that are facing the impending tsunami, and they get those stood up, and they also contact all of those national clusters that you saw on the organogram and they get that underway.

The duty officer is amazing. It's all happening in a few minutes. We should hire this person.

And then what happens?

Is that the Intercontinental Hotel?

(Video).

Oh, dear. A tsunami has struck. It is now on our shoulders to respond to this terrible event. What are we going to do?

20 minutes for you to do an ICT needs assessment. Your facilitators will be handing you situations, little bits of information. You need to identify the challenges and the solutions to the challenges. Remember, time is of the essence.

This is the format that you will be filling in. You should have this on A3 paper. You can write large.

So for example, one challenge might be some of the sirens were destroyed. So you are not ready for another tsunami. So the solution might be to deploy repair teams to fix the broken sirens and which cluster and which group would be involved. Maybe the Getonia ETOC, that gets and maybe the private sector and maybe they help with their peers.

So you have 20 minutes. Start now. Getonia depends on you!

(Working in groups).

Okay. By now you should have done four, preferably five of situations.

Ten minutes left.

Eight minutes left. By now, you should have finished about eight of the situations.

Four minutes left. Four minutes left.

Two minutes left. You should be on your last situation. Or your second to last situation.

90 seconds left.

30 seconds.

Okay. Time is up.! Time is up! Time is up! Put your pens down. That was all the time the minister of Getonia was giving you for your needs assessment. Now she's expecting you to respond and help the people of Getonia.

So, your new task -- and for this you have 30 minutes. You are creating the ICT contribution to the national tsunami response plan. So you are creating just a small section of a larger plan. You are creating the ICT emergency telecoms part of the larger plan.

So what are your priorities? How are you going to implement? And what are the risks? And how will you mitigate those risks?

So in your groups, you no you have a template to fill out. Facilitators if you still have them in your hand, hold up the template so your team can see it. It has some stuff already filled in to make it easy for you and it has some blank

sections. Please fill in your priorities and fill in your implementation plan and fill in the risks. You have 30 minutes. Go, go, go!

(working in groups).

Could I have your attention for a second. I want to clarify. Your response plan -- your response plan should relate to the needs you identified. Okay? So -- in the previous activity, you identified a bunch of needs. Your response plan should relate to those needs.

Seven minutes left. You should be halfway through your implementation plan.

Three minutes.

90 seconds left.

30 seconds.

Okay. Time is up. Time is up! But do you need more time? Do you want four more minutes? Do you want four minutes to make the best possible response plan? Do you want four minutes? The people of Getonia need you. They want you to put in the extra four minutes. You have four minutes starting now. Go. Make it the best plan you can.

90 seconds left.

30 seconds left. This is the last chance to put the finishing touches on the amazing response plan. The Prime Minister of Getonia is going to review your response plan and figure out whether you are going to get a pay raise or not.

Ten, nine, eight, seven, six, five, four, three, two, one, time is up! All right. Everybody stop.

Everybody stop. I need your attention now, please.

Okay. We have another polling question. Please scan the code. Bring up the poll and, Pam, have you released the second question? Thank you.

So this is a real world question. This is not a question about Getonia. This is a question about the real world. How would you describe your country's approach to ICT response planning as it stands now? So today. In your country, does your -- the agencies in your country, do they plan in isolation? So give it a score of one, or does -- is it complete stakeholder collaboration, everybody is working together? That would be a number ten.

So I want you to score your own country in the real world. Do you plan on isolation or is everybody perfectly coordinated? That's the question.

A lot of people want to sit right in the middle, hmm?

Just need a few more people to vote and then we can move on.

So what's clear from those results, there's a broad spread.

There's a range of countries with a range of level of interaction and cross-agency planning. So the next question is: What do you think it should be? How much interagency coordination do you think there should be in your country? So go ahead and answer that now.

Okay. It seems like people think that we need a lot more cross-agency all of government coordination. So one thing I would ask the group, who can answer this question? Is there a down side to complete and total coordination across all agencies? Is there a down side to that? Answer if you can think of an idea.

Yes, over there. Digicel.

Use the mic, please.

>> AUDIENCE MEMBER: I don't think it's necessarily a down side. I think it's a complication. When it's haphazardly put together, similar to our kind of direction we had here, focus can be pulled in multiple distractions and it's difficult to come up with that priority listing.

So I think when you are looking at multi-stakeholder engagement, it needs to be done in a layered approach and it needs to be done in a coordinated manner, otherwise you won't achieve anything and that will defeat the purpose of the stakeholder engagement. You need it controlled and managed effectively.

>> MIKE ZANDVLIET: Fantastic explanation. Much better worded than I could have done. Thank you.

The point I was going with that question, is too much coordination, too much engagement means that you never actually get to taking action. So that was a much better explanation. Thank you.

Tomorrow we have a debrief of this activity and we will be looking towards the future. So we won't be talking about Getonia so much. We will be talking about what to do when you go back to your home countries and you look at the state of affairs around you, about how your government currently does ICT preparedness, and what you do during the response.

So that's the main part of the debrief. I did want to say the nice video we had before was an animation from NOAA, the national oceanographic and atmospheric agency of the United States. So thank you to NOAA for the video, and no Getonias were armed in the making of this exercise. Everybody was rescued safely, and all of their pets were restored, all the cats and dogs are fine. And well done to the ICT responders and the response community of Getonia. Give yourselves a round of applause for a good response.

(Applause).

So what I need you to do now is please put all of the paperwork that you created, all of your documents that you worked on, please give them to your facilitator. The facilitators, please give them to Salma, and is there an emcee for the wrap up of the day? Is anyone going to say any final notices for the end of the day?

Okay, Vanessa is going to speak.

>> I'm not the emcee, so there's nothing particular for tonight. It's just that tomorrow we meet back here at 9:00 sharp. Thank you.

(End of session)

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