EMERGENCY TELECOMMUNICATIONS CLUSTER

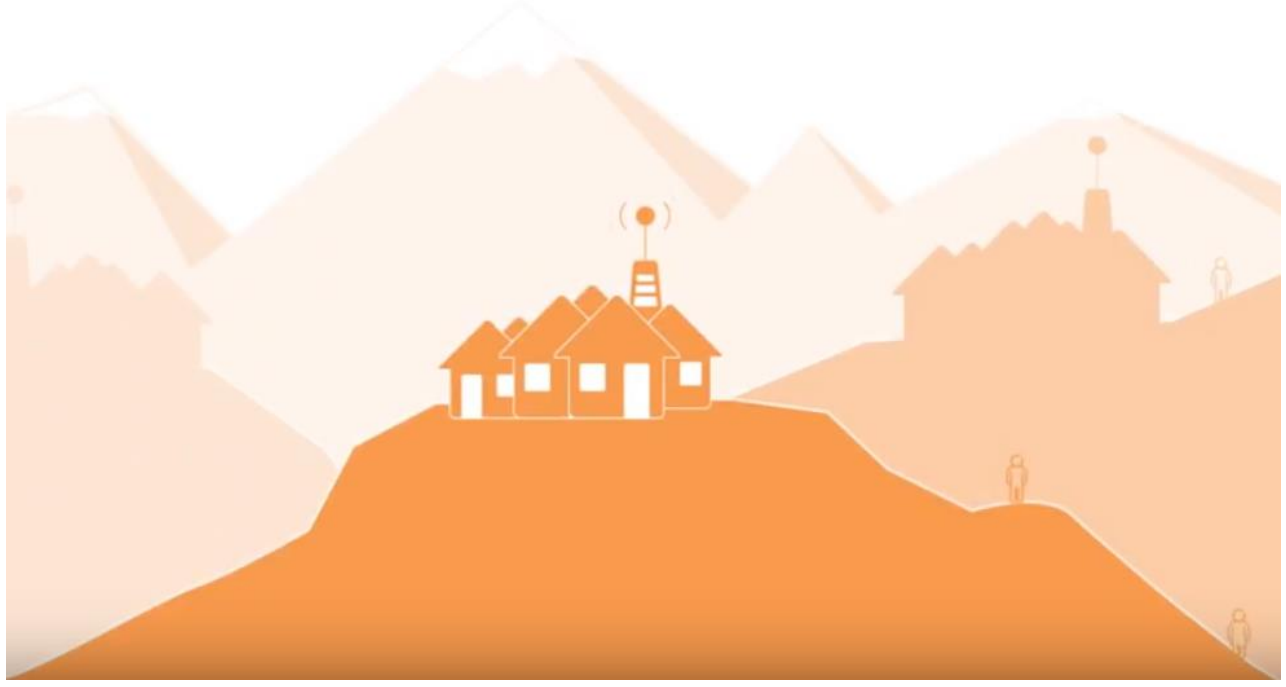
TECHNOLOGY SOLUTIONS FOR A CHANGING HUMANITARIAN LANDSCAPE.

etc

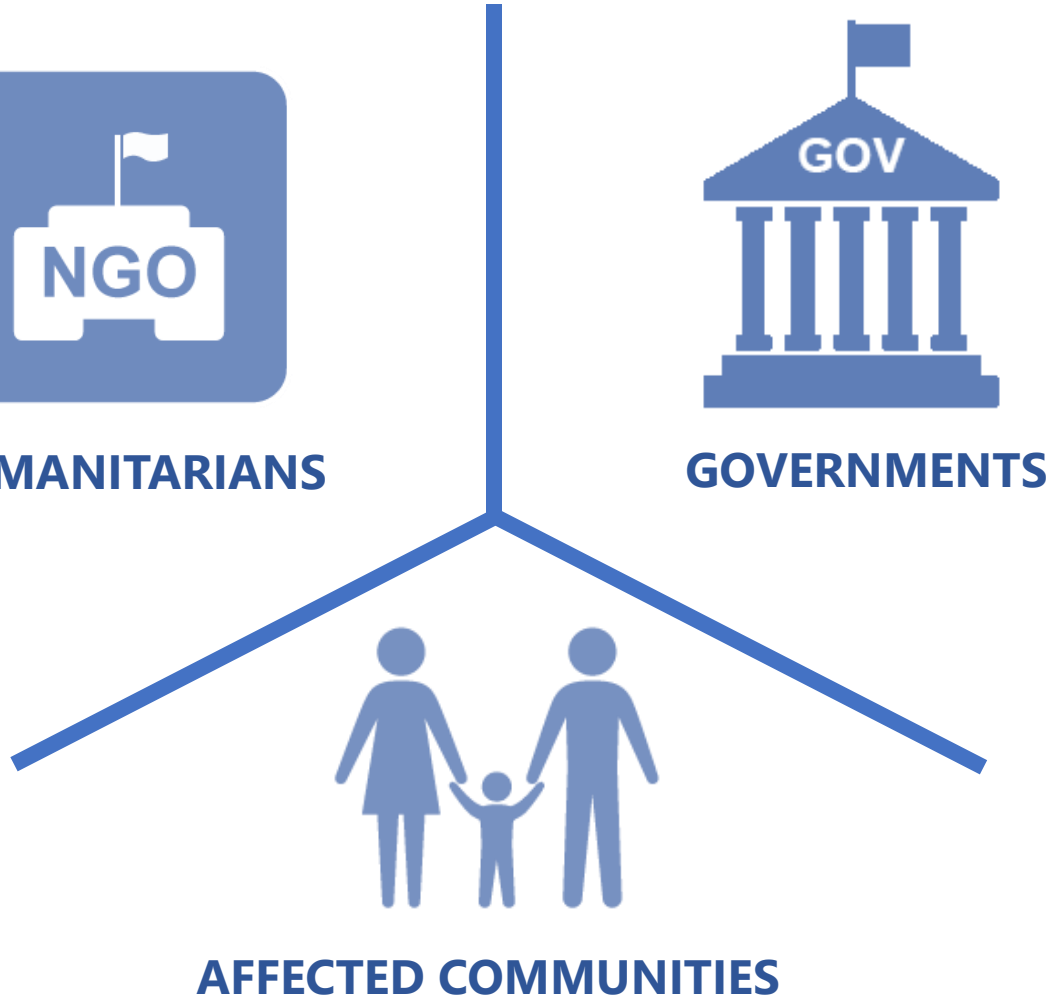
WFP World Food Programme

Who we are

The ETC is a global network of humanitarian, government and private sector organisations working together to provide shared communications services in humanitarian emergencies



Who we serve



ETC Services

IN HUMANITARIAN EMERGENCIES, COMMUNICATIONS MEANS
INFORMATION, CONNECTION, LIFE.

Telephony

Voice communication is essential for effective communication, regardless of the situation or customer segment

Internet Connectivity

Access to the internet has become an essential service for all ETC users

Local Broadcaster Support

The ETC provides technology solutions and infrastructure support to local broadcasters affected by disasters

Customer Support

The ETC provides technical support for users to enable them to access all ETC services including internet connectivity and telephony

Unmanned Aircraft Systems (UAS) Coordination

Drones for efficient and effective enhancement of traditional humanitarian response solutions

Common Feedback Mechanism

The establishes effective two-way communication systems that facilitate dialogue between local communities and assistance providers

Security Communications Systems (SCS)

Two-way VHF and HF radio networks to cover common operational areas

ETC Activities

IN HUMANITARIAN EMERGENCIES, COMMUNICATIONS MEANS
INFORMATION, CONNECTION, LIFE.

Coordination

Ensuring Collaboration with partners and relevant groups

Information Management and Communications

At the Global-level and for operations where ETC/ETS is activated

ETC Country Preparedness

ETC Global Preparedness

By considering Preparedness at all stages of an ETC response plan, the ETC conducts sustainable and durable response activities that contribute co country resilience and ICT preparedness

Capacity Building

Building capacity of humanitarian responders through trainings and simulations

Capacity Building

ETC Capacity Building Activities

Objective: To build capacity of humanitarian responders through trainings and simulations

Flagship activities:

- **ETC Coordination course -** coordination
- **Let's Net** – data connectivity
- **Let's Comm –** security communication systems (SCS)
- **gear.UP –** simulation

Planned/under development:

- **Let's Connect Communities -** Cross-cutting, service delivery to affected populations
- **Let's Prepare –** deliver ETC Country preparedness services

Re-alignment post COVID-19

Traditional approach

“Blended” approach

2020 Achievements and 2021 plans

2020 Achievements:

- Launch of the ETC Learning Channel
- Online ETC Induction Course
- Induction course on ETC Country Preparedness

<u>In progress:</u>

- Blended packages for Let's Comm and ETC Coordination course
- Competency mapping
- Better evaluation of our learning activities

Coming up in 2021:

- ETC Training Working Group
- Virtual ETC Coordination course
- Let's Comm Refresher Training

- Let's Net*
- Let's Comm Blended*
- gear.UP*

- Training of Trainers (ToT)
- ICT4Gov

Joint collaboration

Collaboration on Capacity Building

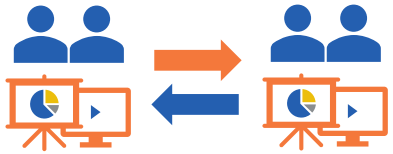
ITU and ETC partners collaborate in the area of preparedness, delivering simulation exercises, and developing guidelines for field implementation

ITU - ETC Tabletop Emergency Simulation Guide Conducting emergency telecommunication exercises and drills is vital to test the effectiveness of disaster response plans. The guide provides tools to test and refine the national emergency telecommunication plans using simulated scenarios.

Sharing Resources:
Exchange of subject matter expertise on content
Exchanging e-content through partner platforms
Cross-participation at training events

Brainstorming on direction

Collaboration



Sharing resources

Thank you