



ITU SPECIAL SESSION TO LAUNCH THE GUIDELINES FOR  
NETP'S AND THE ITU-ETC TTX SIMULATION GUIDE

MULTI-STAKEHOLDER ENGAGEMENT

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# When Disaster Strikes – Are you prepared?

- What are communications network conditions and needs?
- Are there particular requests for connectivity assistance?  
What is needed?
- How will you enable telecommunications operators to exercise their continuity plans?
- Do you know, and can you engage the international ICT response community?
- Who do ICT responders call for authorizations/approvals?

# Stakeholder Coordination

## National/Internal Examples:

### **Government:**

- National Disaster Management Organization (NDMO), Public Safety
- Telecom Regulatory Authority (or Ministry)
- Customs / Immigration offices / Transport
- Ministry of Foreign Affairs
- Meteorological/Seismological authorities
- Federal, State/Provincial and Local Authorities
- Military

### **Industry and Civil Society:**

- Communications Network Operators incl. Mobile /Fixed Internet, Broadcast TV, Radio
- ICT Equipment and Service Providers
- NGO Relief and Response Organizations
- Volunteer Technical Communities

# Stakeholder Coordination/External: The International ICT Response Community

- International Telecommunication Union (ITU)
- Emergency Telecom Cluster – ETC
- UNHCR Refugee Emergency Telecommunications Service (RETS)
- Technology Response NGOs:
  - *NetHope, Telecoms Sans Frontieres (TSF), IFRC*
  - *Emergency.Lu, the Vodafone Foundation, Ericsson Response*
- Industry and Associations:
  - *GSMA, ESOA/EMEA, Global VSAT Forum*
  - *ICT service and equipment providers*
- Other Governments

# Stakeholder Coordination – it's ongoing!

## Preparedness Activities:

- NETP Development
  - *Workshops/Interviews/Advisory Committee Inputs*
- Exercises and Drills
- Responses and After Actions

## Factors for Success:

- Contacts and Relationship Building
- Coordination Mechanisms
- Frequency of Communications
- Stakeholder Engagement Strategy or Plan
- Public outreach / Advisory Committees

# Thank you!

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