Telecommunications Support for WHO in Disasters

Prepared by Khaled Shams
Information Technology and Telecommunications Unit
WHO/EMRO
Regional Conference on Disaster Relief and Management
Alexandria 13-17 April 2007
Contents

- WHO/EMRO Telecom services
- Latest Major Emergencies in EMR
- WHO Telecom requirements in Disasters
- Emergency Telecom equipment
- WHO Global Private Network
- Emergency Telecom Services
- Challenges of Emergency Telecom Support
- EMRO Emergency Telecoms Support plan
Telecommunication Support for WHO in EMR

- Telecom Support For WHO in EMR
- Telecom Support For Regional office (In Cairo)
- Telecom Support for WHO offices In EMR
- Global Private Network Project
- Emergency Telecoms
Latest Major Disasters in Eastern Mediterranean Region

- Afghanistan 2002
- Iraq 2003
- Darfur/Sudan 2004
- Bam/Iran 2004
- Pakistan 2005
- Lebanon 2006
- Let’s hope nothing else
WHO Telecommunication requirements in Disasters

- WHO staff in emergency locations
- WHO Vehicles
- WHO operational hubs/sub-offices in affected areas
- WHO Emergency Coordination Center (usually in the Capital)
- WHO Regional Office in Cairo
- WHO HQ in Geneva
- Media, local authorities & partners
WHO Telecommunication requirements in Disasters

Use of Telecoms in Disasters

Operational

Staff Security
Emergency Telecommunications Support

- Emergency Telecoms
  - Links/Equipment
    - Satellite
    - Radio
    - Land Lines (if Available)
  - Services
    - Voice
    - Data (Email & Web)
    - Video (optional)
Emergency Telecom Equipment

Radio

- HF
  (Long range voice/fax and data)

- VHF
  (Voice Within Repeater Coverage)

- UHF

Satellite

- Satellite Phones

- Satellite Modems

- VSAT
  (voice/fax and data)
Emergency Telecoms Equipment

**Radio Telecommunications:**

- **VHF:** Handheld - Mobile - Base
- **HF:** Mobile - Base
Emergency Telecom Equipment

**Satellite Communications:**

- **Satellite phone:** Thuraya – Inmarsat-Irridium
- **Satellite Modem:**
- **VSAT:**
Video Conferencing Equipment

- **Video:** Polycom VSX 7000
- **Audio:** Polycom SoundStation VTX
Emergency Telecom Services

- Voice
- Data
- Video
  - Email
  - Web Services
Challenges of Telecom Support in Emergencies

- Time factor is critical
- Availability of equipment
- Logistics of importing equipment
- Availability of human resources
- Staff security
- Access to Affected areas
- Working under a lot of stress
EMRO Emergency Telecoms Support plan

- Regional stock for Emergency Telecom equipment
- Emergency Telecoms Training for WHO ICT staff in EMR Countries
- Training for WHO staff on using emergency Telecoms equipment
Thanks