ITU-GSMA Regional Training Workshop on ICTs for Disasters Management for Arab States

Khartoum, Sudan 28-29 August 2017

Training Agenda

Objectives:

To raise awareness on the importance of the ICT role in disaster management and broaden knowledge on the humanitarian context of emergency response and the inter-agency response mechanisms.
In addition, the training workshop is aiming to:

- Develop knowledge and skills to plan, implement and manage ICT solutions to support emergency preparedness and response

- Enhance emergency preparedness and response through effective ICT services

- Enhance collaboration and cooperation between government stakeholders and humanitarian responders in the area of ICT emergency preparedness and response

- Share the ITU and GSMA approach for disaster risk management

- Broaden knowledge on the humanitarian context of emergency response and the Inter-agency response mechanisms.

- Learn how improved coordination between mobile operators, governments, regulatory authorities and the humanitarian response community is critical during times of crisis.

- Discover how regulators around the world are adopting flexible approaches to policy during emergencies to positively impact response efforts.

- The role ICTs technologies can play in disaster risk management.

Day One: Monday 28 August	
08.00 – 9.00	**Registration**
09.00 – 09.15	**Opening Session:** - **Eng Mustafa Al Mahdi -ITU representative** - **Mr Ammar Hamadien- GSMA representative** - **Dr Yahia Abd Allah, Director General, NTC-Sudan**

09.15 – 10.00	**Session1: Role of ICTs in disaster risk reduction and disaster management**
	This session will introduce the role of ICTs on disaster risk reduction. The topics will discuss:
	• Role of ICTs in Saving Lives for setting the stages of the training
	• Phases of Disaster Management: Prevention**,** Preparedness, Response and Recovery
	• Opportunities and challenges for regulation
	• Collaboration opportunities
	Speakers:
	- **Eng Mustafa Al Mahdi, Programme Administrator- ITU**
	- **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter- Disaster Response - GSMA**
	GSMA
10.00 – 10.15	**Break**
10.15 – 13.00	**Session2: Access to multi-hazard early warning systems and disaster risk information**
	The session is aiming to discuss the role of Early Warning Systems (EWS) on disaster information as well as the role of the Common Alerting Protocol (CAP) on disasters management.
	- Early warning systems
	- Cell broadcast for early warning
	- Guidelines for the use of messaging services during natural disasters (SMS and USSD)
	- Role of National Meteorological Offices and other alerting authorities (i.e. ministry of environment, disaster management offices, etc)
	- **Case studies: Sri Lanka – DEWN, Maldives – Water crisis- Flood EWS Uganda**
	Moderator
	Mr Ammar Hamadien, Head of Strategic Engagement, Middle East & North Africa- GSMA
	Speakers:
	- **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter | Disaster Response – GSMA**
	- **Dr. Cherotich Mung'ou-ITU expert**
	- **Mr Nuwan Waidyanatha, Senior Research Fellow & Consultant, LIRNEasia (Remotely)**
	- **Mr. Atiq Ahmed, Program Manager on Early Waring, Asian Disaster Preparedness Center (ADPC)- (Remotely)**
	- **Mr Alasdair Hainsworth - Chief Disaster Risk Reduction Services Division- WMO (Remotely)**
13.00 – 14.00	**Lunch**
14.00 – 16.00	**Session3: Role of Regulators on Disaster Risk Management**
	The session is aiming to introduce the role of the ICTs regulators on disaster risk management. The discussions will include:
	• How and why disasters are challenging to regulators and Network Services Operators.

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	- The need for establishment of support and flexible response channels during disasters - Disaster response regulation **Case studies: Examples of Policies and Regulations in support of saving and improving lives** **Moderator** **Eng Mustafa Abd Elhafiz, Director, Telecom Services Dept, NTC-Sudan** **Speakers:** - **Eng Orhan OSMANI- Emergency Telecommunications Officer- ITU (Remotely)** - **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter | Disaster Response – GSMA** - **Dr. Cherotich Mung'ou-ITU expert** - **Eng Samer Ali- Spectrum Coordination Director-MITT Palestine-** - **Mr Donnie Defreitas- Emergency Telecom Expert- (Remotely)** - **Eng Nora Abd Allah Hassan, NTC- Sudan**

Day Two: Tuesday 29 August

09.00 – 11.00	**Session4: Role of Network Service Operators for Disaster Risk Reduction** This session will focus on the role of Network Service Operators and the evolving services for disaster risk reduction. The discussions will cover: **4.1 Role of MNOs:** - Why Operators often struggle to recover after disasters? - The importance of planning and coordination - Disaster Response Planning - Business continuity management **4.2 Role of Satellite Service Operators:** - "Sky is above us"- it holds satellite that support Emergency Response activities in very remote areas - Tower siting, VSAT regulation, quality of service, immigration and customs issues! - **Case Study: Turkey** **4.3 Mobile Networks as a channel for life-saving aid and assistance** - Digital Aid-providing services to those in need - Access to networks and services are vital for information dissemination, education, capacity building-before, during and after a disaster - Mobile Payments and transfers, Digital Identity, challenges and opportunities - Creating a bulletproof Digital Identity **4.4 Big data** - Use of big data - Call Detail Records - Guidelines

	- **Case Studies: Nepal & West Africa**
	Moderator **Eng Mustafa Al Mahdi, Programme Administrator- ITU** **Speakers:** - **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter - Disaster Response - GSMA** - **Dr. Cherotich Mung'ou-ITU expert** - **Mr Sami Hagana, Account Manager – Middle East & Africa - Thuraya** - **Eng Samer Ali- Spectrum Coordination Director-MITT Palestine** - **Mr Nizar Zeidan, ICT Emergency Coordinator – DIST- UNHCR**
11.00 – 11.15	**Break**
11.15 – 12.45	**Session5: Role of Partnerships for Disaster Management** The session aims to raise awareness on the need of a multi-stakeholder participation on disasters management and the overall coordination efforts of all ICTs stakeholders on disasters as well as meteorological offices and humanitarian agencies. The discussions will include: - Role of Private and Public Partnerships in providing connectivity for humanitarian operations - Planning and initial outreach - Improving coordination - Partnership Platform for Disaster response and Assistance on Emergency Telecommunications **Moderator** **Mr Ammar Hamadien, Head of Strategic Engagement -Middle East & North Africa - GSMA** **Speakers:** - **Eng Orhan OSMANI- Emergency Telecommunications Officer- ITU (Remotely)** - **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter- Disaster Response - GSMA** - **Mr Nizar Zeidan, ICT Emergency Coordinator – DIST; UNHCR -** - **Mr Martin Kristensson, Deputy Chief of the WFP IT Emergency Preparedness and Response Branch -(Remotely))** - **Mr Bill Ho, Director, Strategic Planning Depatment, Asian Disaster Preparedness Center (Remotely)**
12.45 – 14.00	**Session6: Group Activity** This practical session is aiming to enable the participants to: • Develop a strategy for how a telecoms regulator responds to a crisis • Share industry initiatives • Understand the Humanitarian Connectivity Charter **Assistance:** **Eng Mustafa Al Mahdi, Programme Administrator- ITU** **Trainers:**

	- **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter-Disaster Response – GSMA** - **Mr Sami Hagana, Account Manager – Middle East & Africa - Thuraya**
14.00 – 15.00	**Lunch**
15.00 – 16.30	**Session7: Role of International, Regional and National Organizations in humanitarian operations** Sharing information on activities and services provided by multi-stakeholder community on disaster management and humanitarian activities is key to further enhancing the required assistance for citizens in need. - The role of the UN and specialized Agencies - Role of national Organizations - Role of other International and Regional Organizations **Moderator** **Eng Mustafa Al Mahdi, Programme Administrator- ITU** **Speakers:** - **Eng Orhan OSMANI- Emergency Telecommunications Officer- ITU (Remotely)** - **Mr Dulip Tillekeratne, Senior Manager, Humanitarian Connectivity Charter-Disaster Response – GSMA** - **Mr Nizar Zeidan, ICT Emergency Coordinator – DIST; UNHCR** - **Dr. Cherotich Mung'ou-ITU expert** - **Mr Martin Kristensson, Deputy Chief of the WFP IT Emergency Preparedness and Response Branch -(Remotely)** - **Mr Alasdair Hainsworth - Chief Disaster Risk Reduction Services Division-WMO ((Remotely).**
16:30 - 17.00	**Closing Remarks and Certificates Distribution** - **Eng Mustafa Al Mahdi -ITU representative** - **Mr Ammar Hamadien- GSMA representative** - **Dr Yahia Abd Allah, Director General, NTC-Sudan**