

# Emergency Telecommunications Cluster (ETC)

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*Operational overview and sharing South-South country cases in emergency preparedness*



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The ETC is a global network of humanitarian, government and private sector organisations working together to facilitate the availability of information and communications services in humanitarian emergencies.

*Since 2005, the ETC has responded to over 45 humanitarian crises around the world and has supporting governments all over the world to build their emergency preparedness capacities.*



# Who the ETC serves



**HUMANITARIANS**



**GOVERNMENTS**

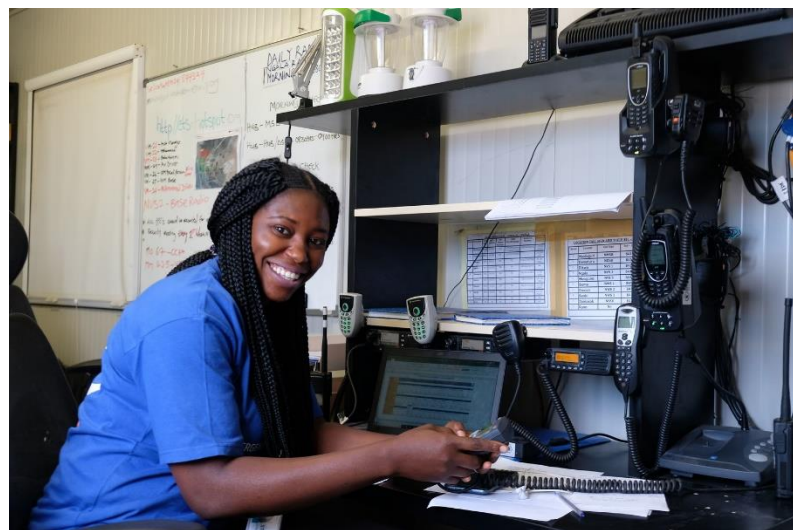


**AFFECTED COMMUNITIES**





## Services to humanitarians



## Services for governments and communities



## Services to response



## ETC services & Activities



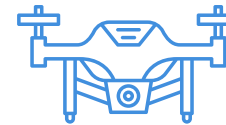
Response and Coordination among humanitarians and government counterparts



Services for Communities



Secure Voice and Data Connectivity



Coordination of Unmanned Aircraft Systems (UAS)



Security Communications for staff and assets



Operational Information management



National preparedness initiatives and global response readiness



Capacity building



# ICT Country Preparedness

- **Stakeholders' engagement:** Workshop, national ICT WG
- **Capacity building:** Training, Simulations, Testing
- **Tools and guidance:** ETC-ITU Checklist, ICT Capacity Assessments, ROI methodology
- **Context based approach:** assessments (ICAs), best practices, expertise.

## *Delivered and ongoing in:*

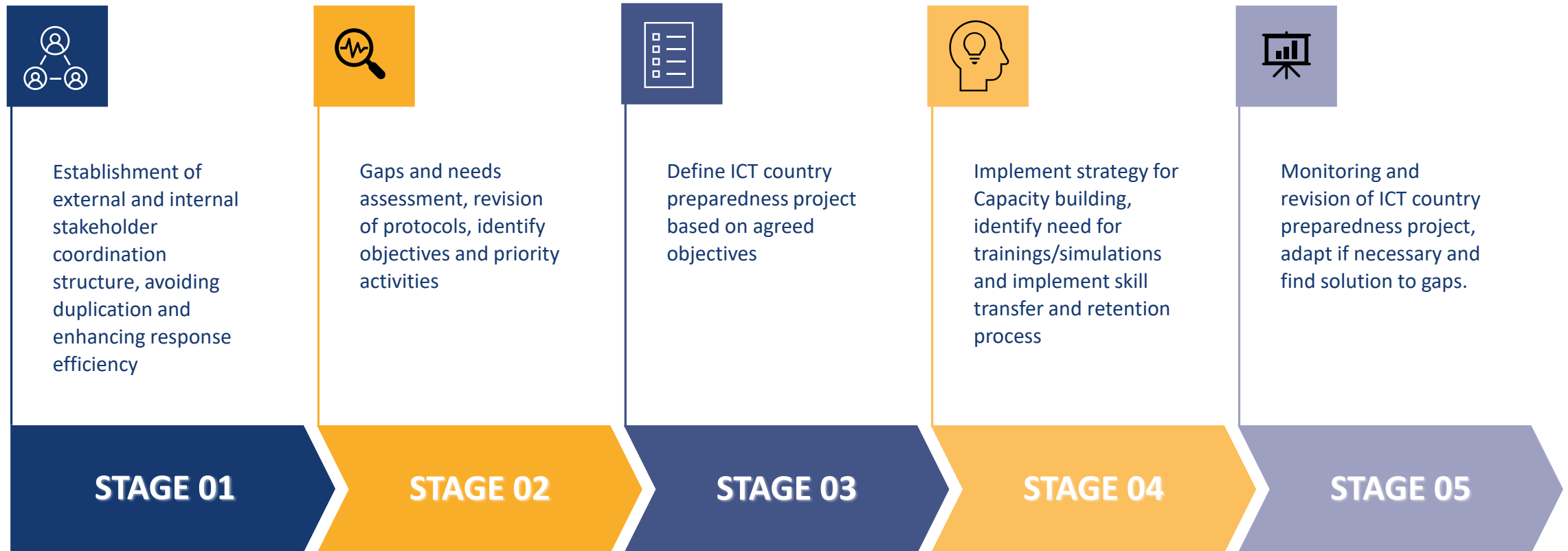
Mongolia, Nepal, Bhutan, Malawi, Ghana, Mozambique, Madagascar, the Pacific, the Caribbean, and Central America.



## **Return on Investment (ROI) Methodology**

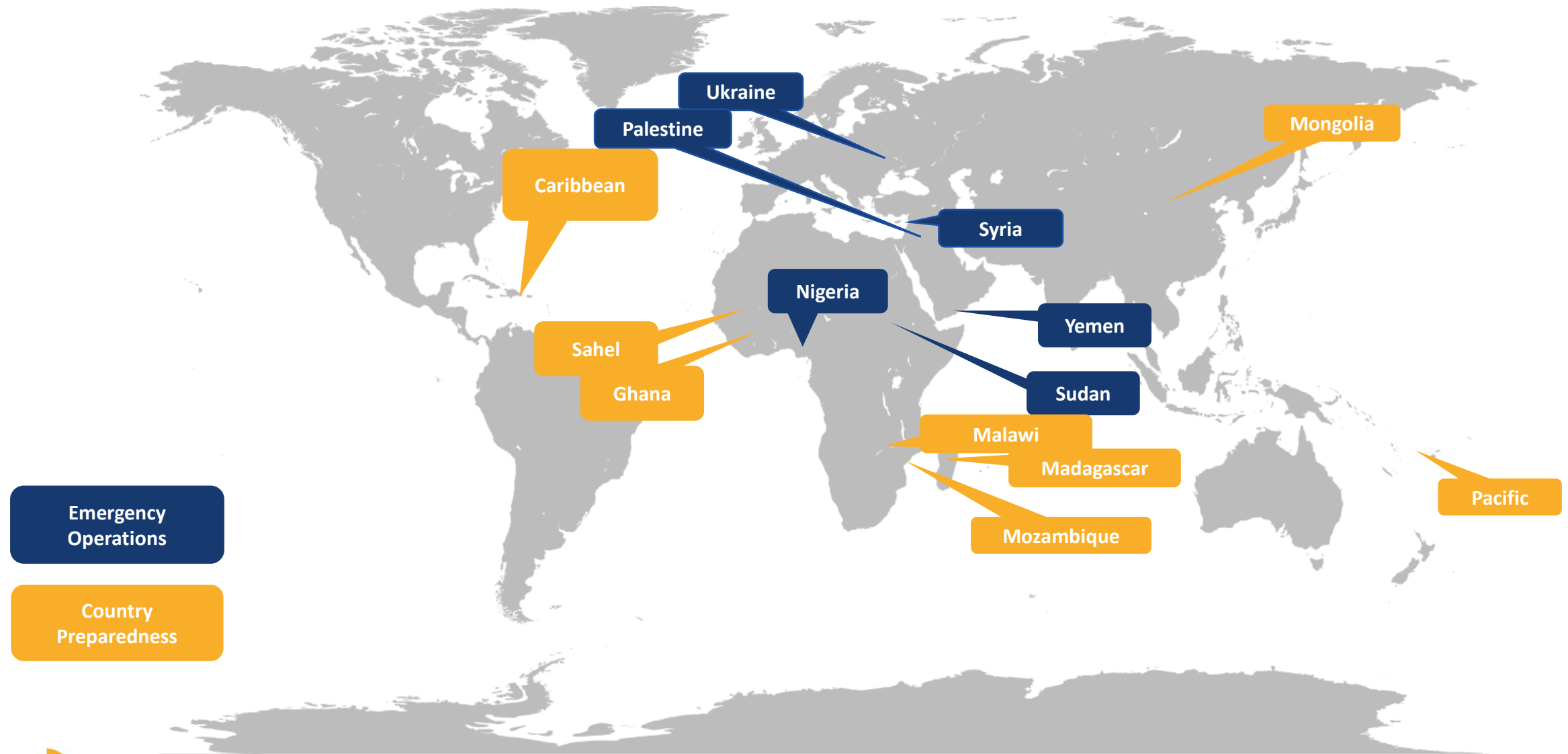
Piloted in Madagascar and Mozambique

## ETC Emergency Telecoms Preparedness Process



# ETC Operations Worldwide

2019-2023





# ETC Preparedness Case Study 1: Mozambique 2019-24

- Responding to a government request on preparedness capacitation, an ETC preparedness officer deployed in the recovery phase post-Cyclones Kenneth and Idai.
- Convened the national ICT working group preparatory for adoption of Mozambique's National Preparedness Action Plan.
- Enabling South-South exchange opportunities, triggering the adoption of Madagascar's preparedness approach in Mozambique.
- Training government in communication systems and radio installation for government officials.
- Enhancing radio network connectivity, including set-up of first-even HAM amateur radio network.
- Lessons learned for Southern African countries from disaster preparedness and response in ICT – regional learning exchange hosted in 2023.

***ROI calculation shows for every 1 USD invested a 2.81 USD return***



Photo: National ICT Working Group being convened for the first time in Mozambique.

# ETC Preparedness Case Study 2: Madagascar 2019-24

## What we have achieved:

- Assessment of national ICT preparedness needs, and identification of national government champion – ministry of disaster management.
- National ICT Working Group convened for the first time to coordinate response efforts:
  - A multi-sectoral engagement with the public sector, private sector and civil society.
  - Review and approval of the multi-year work plan.
  - Terms of reference adopted.
- Rapid review of national emergency communications infrastructure including emergency ops centre.
- An emergency simulation exercise developed and conducted to test preparedness protocols.
- This group mobilized for the Tropical Cyclone Batsirai response, and efficiencies captured in ROI application – government has registered much more effective response coordination.
- Input to regional National Emergency Telecommunications Plan devised by the Southern African Development Community (SADC).
- Call centre “hotline” for emergency use run by gvt.

***ROI calculation revealed for every 1 USD invested a 2.96 USD return***



Photo: Testing emergency preparedness in the ICT sector during national simulation exercise



# ETC Preparedness Case Study 3: Mongolia 2021-24

## What we have achieved:

- High-level assessment of national ICT preparedness needs including early warning systems and emergency ops data centre.
- UN ICT Working Group convened with an emphasis on gvt coordination including setting up:
  - A multi-sectoral engagement with the public sector, private sector and civil society.
  - Review and approval of the multi-year work plan.
  - Terms of reference adopted of a national ICT WG by the govt and other key actors.
- An emergency simulation exercise developed and conducted to test preparedness protocols – civil-military desk-based SIMEX for testing earthquake readiness.
- Preparation of the National Emergency Telecommunications Plan underway and SOP on preparedness of IT.
- National simulations regularly feature.



Photo: Testing emergency preparedness in the ICT sector during national simulation exercise



# ETC Preparedness Case Study 4: Ghana 2023-24

## What we have achieved:

- Assessment of national ICT preparedness needs.
- National ICT Working Group convened for the first time:
  - A multi-sectoral engagement with the public sector, private sector and civil society.
  - Review and approval of the multi-year work plan.
- South-South learning exchange visit to the Govt of India to learn more on flood-focused early warning system development and deployment.
- National ICT assessments conducted to assess govt infrastructure at regional and district-levels.
- Mobilization of the ICT working group for the Volta region floods, where the response was more cohesive and multi-sectoral.



Photo: First national ICT Working Group meeting convened

# ETC Preparedness Case Study 5: Regional collaborations

## Caribbean and Southern Africa

### What we have achieved:

- Working with regional intergovernmental bodies such as CDEMA in the Caribbean and SADC in Botswana to build capacities, skills and expertise in ICT emergency preparedness and response.
- Creating a cadre of regional ICT preparedness and response experts.
- Training and capacity development offerings on coordination and technical capacity development on technological solutions.
- Facilitating regional learning exchanges and lessons learnt engagements amongst government and national stakeholders.
- Regional Caribbean SIMEX in Barbados.
- Learning exchanges for government and project partners in Mozambique and Dubai.



Photo: Testing emergency preparedness in the ICT sector during regional simulation exercise in Barbados

# Thank you! Questions?

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