

3RD GLOBAL FORUM ON EMERGENCY
TELECOMMUNICATIONS

ITU GET MAURITIUS 2019

*Innovating together
to save lives: using technologies
in disaster management*

6-8 March
Balaclava, Mauritius

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PROVISIONAL PROGRAMME

Global Forum on Emergency Telecommunications (GET-19)

*Innovating together to save lives
Using technologies in disaster management*

6 to 8 March 2019
Balaclava, Mauritius

Wednesday, 06 March 2019

09:00 – 09:30

Opening ceremony

- H.E. Mr. Yogida Sawmynaden, Minister, Ministry of Technology, Communication and Innovation, Mauritius
- H.E. Mr. Marie Joseph Noël Etienne Ghislain Sinatambou, Minister, Ministry of Social Security, National Solidarity, and Environment and Sustainable Development, Mauritius
- Mr. Mahmad Aleem Bocus, Chairman, Information and Communication Technologies Authority (ICTA), Mauritius
- Ms. Doreen Bogdan-Martin, Director, Telecommunication Development Bureau, International Telecommunication Union (ITU)

09:30 – 10:00

Group picture and coffee break

10:00 – 12:00

Session 1: Leaders' dialogue: disaster management and risk reduction - ICT opportunities and challenges

There is global recognition for the need to put disaster management and risk reduction at the core of sustainable development strategies. The 2030 Agenda for Sustainable Development acknowledges the role of ICTs as a cross-cutting tool for development, and the Sendai Framework for Disaster Risk Reduction recognizes telecommunications as critical infrastructure, along with the critical role of ICT services, including big data and social media. Today, the large majority of the world's population is covered by a mobile cellular signal and half the world's population is using the Internet. This allows more people to be reached, in a timely manner. Greater connectivity and ICT access and use opens up new ways of delivering services and saving lives. This Leaders' Dialogue will highlight key challenges and opportunities of using ICTs for disaster risk reduction and management, from the perspective of the international development and humanitarian communities and the ICT industry. It will highlight country experiences and present good practices with regard to cooperation, coordination and partnerships.

Chair:

- Mr Jerome Louis, Officer-in-Charge, Information and Communication Technologies Authority (ICTA), Mauritius

Moderator:

- Ms. Doreen Bogdan-Martin, Director, Telecommunication Development Bureau, International Telecommunication Union (ITU)

Panelists:

- Dr. Rooba Yanembal Moorghen, Permanent Secretary, Ministry of Technology, Communication and Innovation, Mauritius
- H.E. Mr. Monise Laafai, Minister, Ministry of Communications and Transport, Tuvalu

- Dr. Ram Sewak Sharma, Chairman, Telecom Regulatory Authority of India (TRAI)
- Ms. Kirsi Madi, Director, United Nations Office for Disaster Risk Reduction (UNISDR)
- Ms. Enrica Porcari, Chief Information Officer and Director, Technology Division at World Food Programme (WFP), and Chair, Emergency Telecommunications Cluster (ETC)
- Ms. Nanjira Sambuli, Senior Policy Manager, World Wide Web Foundation, Member of the UN Secretary General's High-level Panel on Digital Cooperation

12:00 – 12:30

Side-event: The Role of the Satellite Communication in Disaster Response

Interpretation will not be available for this session.

Presenter:

- Mr. Ethan Lucarelli, Director, Regulatory and Public Policy, Inmarsat

12:30 – 14:00

Lunch break

14:00 – 15:30

Session 2: High level debate: Information and Communication Technologies for saving lives – lessons from the Caribbean, a case study

Disasters have devastating effects on people's lives, livelihoods, and they often hit the most vulnerable people and countries, in particular the Least Developed Countries and Small Island Developing States, hardest. In the Caribbean, the devastations of Category 5 hurricanes Maria and Irma that hit the region in 2017, lead to widespread destruction, loss of life, and affected economic growth. At the same time, ICTs were used extensively to monitor and track the hurricanes, to warn communities at risk, and for recovery efforts. This session will provide a review of the role of ICTs in mitigation, preparedness and response. A panel of key Caribbean stakeholders and experts will discuss lessons learned from the 2017 hurricanes, identify the progress that has been made in using ICTs for disaster risk reduction and management, and share the result from recent reviews and assessments.

Moderator:

- Ms. Kim Mallalieu, Deputy Chairman, Telecommunications Authority of Trinidad and Tobago and Senior Lecturer, University of the West Indies

Panelists:

- Ms. Bernadette Lewis, Secretary-General, Caribbean Telecommunications Union (CTU)
- Mr. David Farrell, Principal, Caribbean Institute for Meteorology and Hydrology (CIMH)
- Ms. Nikima Royer Jno Baptiste, Chief Executive Officer, Digicel (Dominica) Ltd

- Mr. Damian Barker, Deputy Director, Department of Disaster Management, Anguilla

15:30 – 16:00

Coffee break

16:00 – 17:00

Session 3: Breakout sessions

A limited number of breakout sessions will engage a group of participants around specific topics, to address and provide inputs to challenges related to the overall GET-19 topic of 'Innovating together to save lives'. Breakout sessions will be moderated by a facilitator and guided by a set of questions that will be made available to participants ahead of the event. Each breakout session will include two short introductory presentations, followed by a discussion round. The key outcomes and recommendations of the breakout session will be presented by the session facilitators on the last day of the meeting (Friday, 08 March, 9-10am).

Interpretation will not be available for these sessions.

Breakout Session Group 1: Disaster Connectivity Maps

Access to information and communication technology (ICT) networks and services are critical, in particular in times of disasters. Real-time information on the type, level and quality of connectivity are important to identify connectivity gaps, and to make decisions on where and when to deploy often limited human, financial and physical resources. A number of ICT industry players – mobile network operators, Internet service providers, Internet and social media companies – have data that could be used to identify and monitor the status of connectivity, in real time. The objective of this session is to discuss possible ways of developing disaster connectivity maps that build on different sources and that can provide live information on the ground, when disasters strike.

Facilitator:

- Mr. Frank Schott, Managing Director, New Program Development, Nethope
- Ms. Vanessa Gray, Head of Least Developed Countries, Small Island Developing States & Emergency Telecommunications Division, International Telecommunication Union (ITU)

Firestarters:

- Mr. Alex Pompe, Research Manager, Data for Good Team, Facebook
- Ms. Nikima Royer Jno Baptiste, Chief Executive Officer, Digicel (Dominica) Ltd

Breakout Session Group 2: Framework for Connectivity Cooperation

While connectivity challenges arise during almost every disaster or emergency, each has its unique circumstances and obstacles to overcome. This session strives to outline the commonalities across most connectivity crises – including the stakeholders and their roles, technical challenges, policy challenges, and prioritization trade-offs – in an attempt to establish a common Framework for Connectivity Collaboration. The objective of this session is to come to a common understanding and approach to re-establishing connectivity during a crisis to enable well-meaning responders, including service providers, governments and other stakeholders to move quickly to restore connectivity when people are most in need.

Facilitator:

- Mr. Chris Weasler, Head of Global Spectrum Policy and Connectivity Crisis Response Program, Facebook
- Ms. Enrica Porcari, Chief Information Officer and Director, Technology Division at World Food Programme (WFP), and Chair, Emergency Telecommunications Cluster (ETC)

Firestarters

- Mr. David Marshack, Global Regulatory Support, Loon
- Mr. Lars Ruediger, Program Director of Ericsson Response, Ericsson

Thursday, 07 March 2019

09:00 – 10:30

Session 4: Disruptive technologies and innovations for connectivity, disaster risk reduction and response

Disruptive technologies and technological advancements and innovation create new possibilities for supporting disaster resiliency and risk reduction actions. This includes developments in the area of 5G, artificial intelligence (AI), the Internet of Things (IoT), and big data. Innovations in such areas as satellite imagery, robotics and drone technology are transforming many fields, including disaster risk reduction and management. To ensure that connectivity is available in remote and rural areas, existing technologies are being improved, and new solutions developed. This session will identify innovative IT and ICT solutions to provide connectivity, as well as emergency services when disasters strike. It will assess the transformative potential of artificial intelligence and other disruptive technologies as a driver of accelerated and structural change, and assess progress and opportunities.

Moderator:

- Mr. Kartik Kulkarni, Chair, Global Humanitarian Technology Activities, Institute of Electrical and Electronics Engineers (IEEE)

Presenters:

- Ms. Vanessa Gray, Head of Least Developed Countries, Small Island Developing States & Emergency Telecommunications Division, International Telecommunication Union (ITU)
- Mr. Kevin Allen, Manager, IBM Developer Content Acquisition Content Lead, Call for Code, IBM Digital Business Group
- Ms. Kim Mallalieu, Deputy Chairman, Telecommunications Authority of Trinidad and Tobago and Senior Lecturer, The University of the West Indies
- Ms. Julie Kearney, Head of Regulatory Affairs, Loon
- Ms. Jennifer Miller, General Counsel, Loon

10:30 – 11:00

Coffee break

11:00 - 12:00

Session 5: Emergency telecommunications for better preparedness

Greater preparedness helps address potential impacts caused by natural hazards more proactively. Information and communication technologies offer important tools to identify and monitor risks, and deliver alerting messages to vulnerable communities. Many countries are reducing the risk and impact of disasters by adopting innovative policies, by optimizing the use of multi-hazard early warning systems, and through efficient and effective last mile communication. The aim of this session is to discuss the benefits of investing in preparedness, to highlight innovations and improvements in the area of preparedness, and to present policies and initiatives that help to monitor and identify risks and deliver alerting messages to vulnerable and threatened communities. It will highlight the role of policy makers to position themselves

as industry facilitators for saving lives and showcase good practices of cooperation and partnerships.

Moderator:

- Ms. Salma Farouque, Preparedness and Resilience Officer, World Food Programme (WFP)

Presenters:

- Mr. Timothy Kelly, Lead Digital Development Specialist, World Bank Group
- Mr. Bevil Wooding, Caribbean Outreach Liaison, American Registry for Internet Numbers (ARIN)
- Mr. Ken Okong'o, Policy and Advocacy Manager, Mobile for Humanitarian Innovation, GSMA
- Mr. Sathya Narayanaswamy, Country Manager, India for Viasat

12:00 – 12:30

Side-event: Regulatory Actions for Disaster Response – The Brumadinho's Case

Interpretation will not be available for this session.

Presenter:

- Mrs. Patricia Coutinho, Critical Infrastructure Management, Quality Assurance Control Management, Brazilian National Telecommunications Agency (ANATEL)

12:30 - 14:00

Lunch break

14:00 – 15:00

Session 6: ICT strategies, policies and plans for disaster management

Preparedness is important to enhance the use of telecommunications and information and communication technologies for disaster management and risk reduction. Successful disaster risk reduction results from the combination of top-down, institutional changes and strategies, with bottom-up, local and community-based approaches, including in the areas of telecommunications and ICTs. This includes specific regulation and policies and the development of national emergency telecommunication plans (NETPs) and standard operating procedures. To guide countries, ITU is developing global guidelines for the development of NETPs. This session will present these guidelines, and identify opportunities and challenges in adoption and implementation at the national level. It will highlight the importance of regional and national coordination, the challenges of importing ICT equipment and the importance of the Tampere Convention. The session will also discuss policies and regulation that are necessary to operationalize an NETP.

Moderator:

- Mr. Joseph Burton, Counselor for Technology and Security Policy, Plantronics and Polycom, International Communications and Information Policy, United States of America

Presenter:

- Mr. Cosmas Zavazava, Chief of Projects and Knowledge Management Department, Telecommunication Development Bureau, International Telecommunication Union (ITU)

Discussants:

- H.E. Mr. Lealailepule Rimoni Aiafi, Associate Minister, Ministry of Communications and Information Technology, Samoa
- Ms. Abida Shaukat, Director, Radio Based Services, Pakistan Telecommunication Authority

15:00 – 15:15

Coffee break

15:15 – 17:00

Session 7: People, processes, technologies – a tabletop exercise
Session co-organized with the Emergency Telecommunication Cluster (ETC)

Tying in with the theme of GET-19, a simulation tabletop exercise on a fictitious disaster will engage participants in an interactive learning experience on the alignment between “people, process, technology” for effective preparedness and response. The objective of this exercise is to increase awareness about the need of inter-agency coordination in disaster preparedness and response, to highlight the need for clear coordination structures and engagement with telecommunication service providers, media agencies, telecommunication bodies, meteorological and seismology service, and disaster management authorities. It will further demonstrate that preparedness efforts can improve response effectiveness, showcase the process of dissemination of warning advisory to the public using ICT-based early warning systems, as well as the value of GIS visualization and ICT enabled tools for decision- making.

Facilitator:

- Mr. Mike Zandvliet, Consultant on Emergency respond and Disaster recovery for IT Solutions, Mission Control Ltd, New Zealand

Friday, 08 March 2019

09:00 – 10:00

Session 8: Improving disaster resilience through ICTs

The reliability of the telecommunications network is vital for the delivery of services and for disaster management. ICTs are key for building resilient communities by providing timely information on hazards through early warning and alerts and the delivery of critical information for better decision making when disasters strike. It is critical to ensure that the resilience of all communication networks, including the Internet and mobile networks, is strengthened and remain operational to be used to provide the necessary platforms to keep communication channels open, and to allow citizens to play an active role in disaster management activities. Increasing communication resilience to disasters to help affected governments safeguard systems and prepare for responses when disasters strike also means that extra capacity or capabilities, as well as less vulnerable services such as satellite, are prepared in advance and activated as needed. The Sendai Framework for Disaster Risk Reduction highlights the importance of investing in disaster risk reduction for resilience and enhancing disaster preparedness for effective response, and to "build back better" in recovery, rehabilitation and reconstruction. It is important to invest in resilient ICT infrastructure to ensure that national telecommunication infrastructure is robust enough to provide communications throughout the disaster management cycle. This session aims at raising awareness on the need to invest in resilient ICT infrastructure that can be used for sustainable development as well as for disaster relief and resilience.

Moderator:

- Ms Elysa Jones, Chair, OASIS Emergency Management Technical Committee

Presenters:

- Mr. Cedrick Adrien Mbeyet, Infrastructure Unit Manager, African Network Information Centre (AFRINIC)
- Mr. Darmen Ellayah, Police Inspector, National Disaster Risk Reduction and Management Center, Mauritius
- Mr. Franz Russ, Director Business Operations and Infrastructure Procurement, Intelsat Jackson Holdings S. A.

10:00 – 10:30

Coffee break

10:30 – 12:00

Session 9: Transforming the humanitarian response through ICTs

Each year millions of people are forced to leave their homes and seek refuge from conflicts, violence, human rights violations, and the impacts of natural hazards and climate change. The number of forcibly displaced people continued to rise throughout 2017 and at the end of 2017, 69 million people were in need of protection and assistance. Up to 85 per cent of the forcibly displaced find refuge in low- and middle-income countries. At the same time new levels of ICT connectivity and use offer new opportunities for addressing the growing challenges deriving from humanitarian crisis. ICTs offer new tools for communicating within and between humanitarian organizations, and to reach their communities at need. They also provide critical information on and for those in need, and offer new services, for example through digital payment and digital identification tools. This session will discuss the main ways that humanitarian operations can become more efficient, effective and responsive by using ICTs. It will also discuss ways of mainstreaming data collection and analysis in emergency response, highlight challenges in terms of connectivity, services and ICT equipment, and address ethical challenges related to the use of data.

Moderator:

- Mr. Timothy Kelly, Lead ICT Policy Specialist, World Bank

Presenters:

- Mr. Frank Schott, Managing Director, New Program Development, NetHope
- Ms. Clara Van Praag, Humanitarian Education Accelerator (HEA) Programme Coordinator, United Nations High Commissioner for Refugees (UNHCR)
- Ms. Caryn Saslow, Research Associate, Operational Satellite Applications Programme (UNOSAT), United Nations Institute for Training and Research (UNITAR)
- Mr. Charles Yorke, Regional Coordinator, Ghana Refugee Board, Ghana

12:00 – 12:30

Side-event: Federal Communications Commission (FCC) Role in Disaster Planning**Presenter:**

- Ms Kelly O’Keefe, Chief, Multilateral & Regional Affairs Branch International Bureau, Global Strategies and Negotiation Division, Federal Communications Commission (FCC), United States of America

12:30 – 13:30

Lunch break

13:30 – 14:15

Session 10: Results from breakout sessions on day 1 and key lessons of the tabletop exercise on day 2

Facilitators of the breakout sessions (Session 3) and the tabletop exercise (Session 7) will present key discussion points, findings and recommendations.

- Mr. Frank Schott, Managing Director, New Program Development, Nethope
- Mr. Chris Weasler, Head of Global Spectrum Policy and Connectivity Crisis Response Program, Facebook
- Mr. Mike Zandvliet, Consultant on Emergency respond and Disaster recovery for IT Solutions, Mission Control Ltd, New Zealand

14:15 – 14:30

Presentation of Chair's summary and conclusions

The Chair of GET-2019 will present the conclusions and recommendations of the meeting.

- Mr Jerome Louis, Officer-in-Charge, Information and Communication Technologies Authority (ICTA), Mauritius

14:30 – 15:00

Closing ceremony