



Photo: WFP / Mariko Hall

# Building Blocks of an ETC Response



Photo: TSF

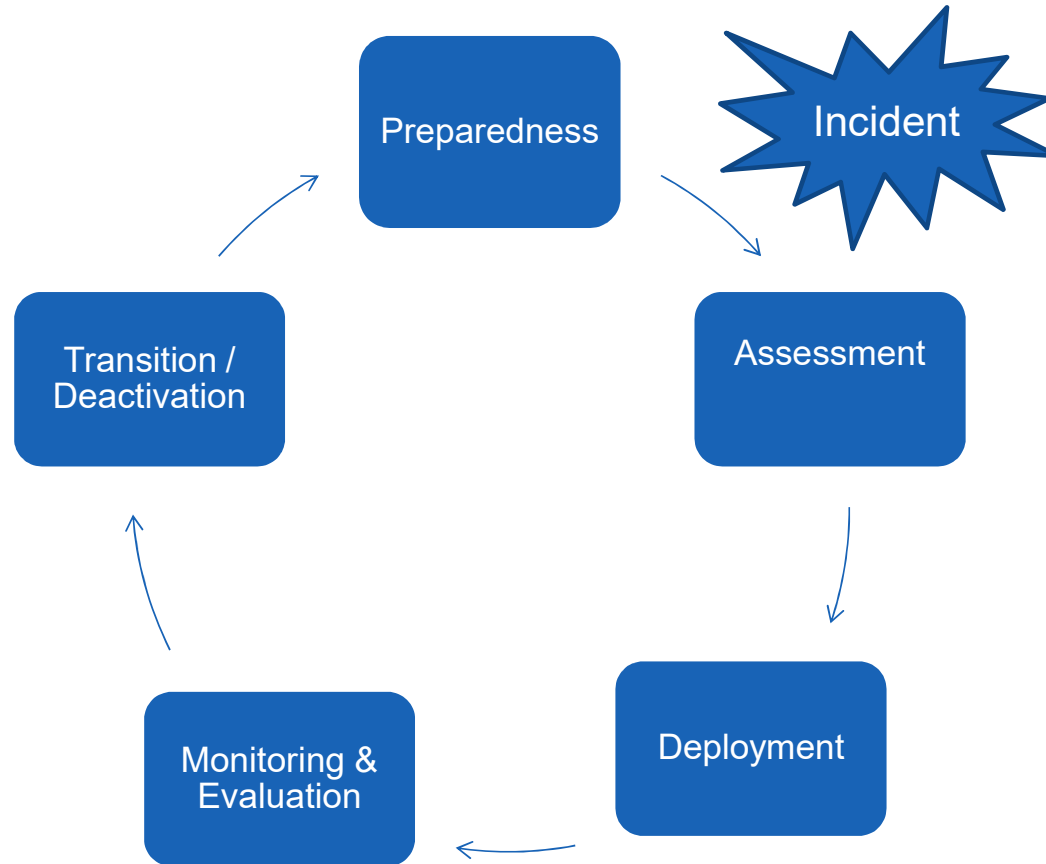


# End goal of ETC Response



- Deliver technology services to the Response community, enabling them to deliver Aid
- Services are delivered as listed in service catalogue and include
  - Voice and Data Connectivity
  - Security Telecommunications
  - Customer Support
  - Services for Communities
  - Drone Services
  - Preparedness
  - Capacity building

# Response Phases





# Preparedness Phase



- Stocks of Equipment (Own Stock, Through Partners, Commercial Providers)
- Personnel (Surge Teams, Emergency Response Roster, Agreement with Partners, Commercial Contract)
- Seed Funding and processes to obtain funding (For Rapid Mobilization of Equipment)
- Information Readiness (Mission Reports, Key contacts, Preparedness platforms)
- Charters and Conventions ( Allow us to rapidly deploy equipment and personnel)
- Capacity building exercises
- Develop capacity of the governments and local stakeholders

# Trigger

- What Triggers an Assessment?

GDACS <ec-gdacs-noreply@ec.europa.eu> | ec-gdacs-noreply@ec.europa.eu

**RED alert: Cyclone IDAI-19 in Mozambique : 579837 people in Cat1(120km/h) , 8113117 in tropical depression.**

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

Enterprise Vault



**GDACS**  
Global Disaster Alert and Coordination System



United Nations and the European Commission

## Red alert for Tropical Cyclone IDAI-19



# Assessment



- Determine if there is any need to deploy ETC services
  - Initial assessment can be done remotely, using
    - Contacts on ground
    - Other automated tools
  - If deployment of services is foreseen, limited staff are deployed on 'no-regret' basis for initial assessment
  - Assessment result determine what services are required and where

# Deployment



- Deployment of Equipment and Personnel
  - Depending on needs on ground, variety of sources can be utilized for Equipment
    - Local Capacity on Ground
    - Regional Stocks
    - Partner Stock
    - Supplier Stocks
  - Personnel
    - Local Capacity on ground
    - Surge Capacity
    - Emergency Response Roster
    - Partners
    - Commercial contractors



# Deployment



- Service Providers
  - Satellite Service Providers
  - Telephone Service Providers
  - Who else?

# Deployment of Equipment



- Some Consideration
  - Can the equipment be imported into the country?
  - Do you require a license to import or operate the equipment?

# Building Blocks - Deployment



Service Delivery

Funding

Equipment

Staffing

Service Providers

# Monitoring and Evaluation



- M&E is important
  - To ensure services are delivered to meet required standards
  - Adjust project plans based on needs on the ground

# Transition / Deactivation



- We should plan for Transition / Deactivation at start of operation
  - Operation should be transitioned as soon as possible – Why?

# ETC Response Life-Cycle & Response Roster



- The whole response life-cycle require a lot of different profiles
  - Coordinators & Team Leaders
    - Conduct assessment, prepare budget and project proposal
    - Secure funding
    - Coordination with government for licensing, import of equipment
    - Coordination with partners and service providers



# ETC Response Life-Cycle & Response Roster

---



- Information Management Officers
- 'Services for Communities Advisors'
- Project Managers
- Preparedness Officers
- Technical Profiles
  - VSAT/Networking/IT Experts
  - Telecommunication Experts
  - Electrical Experts

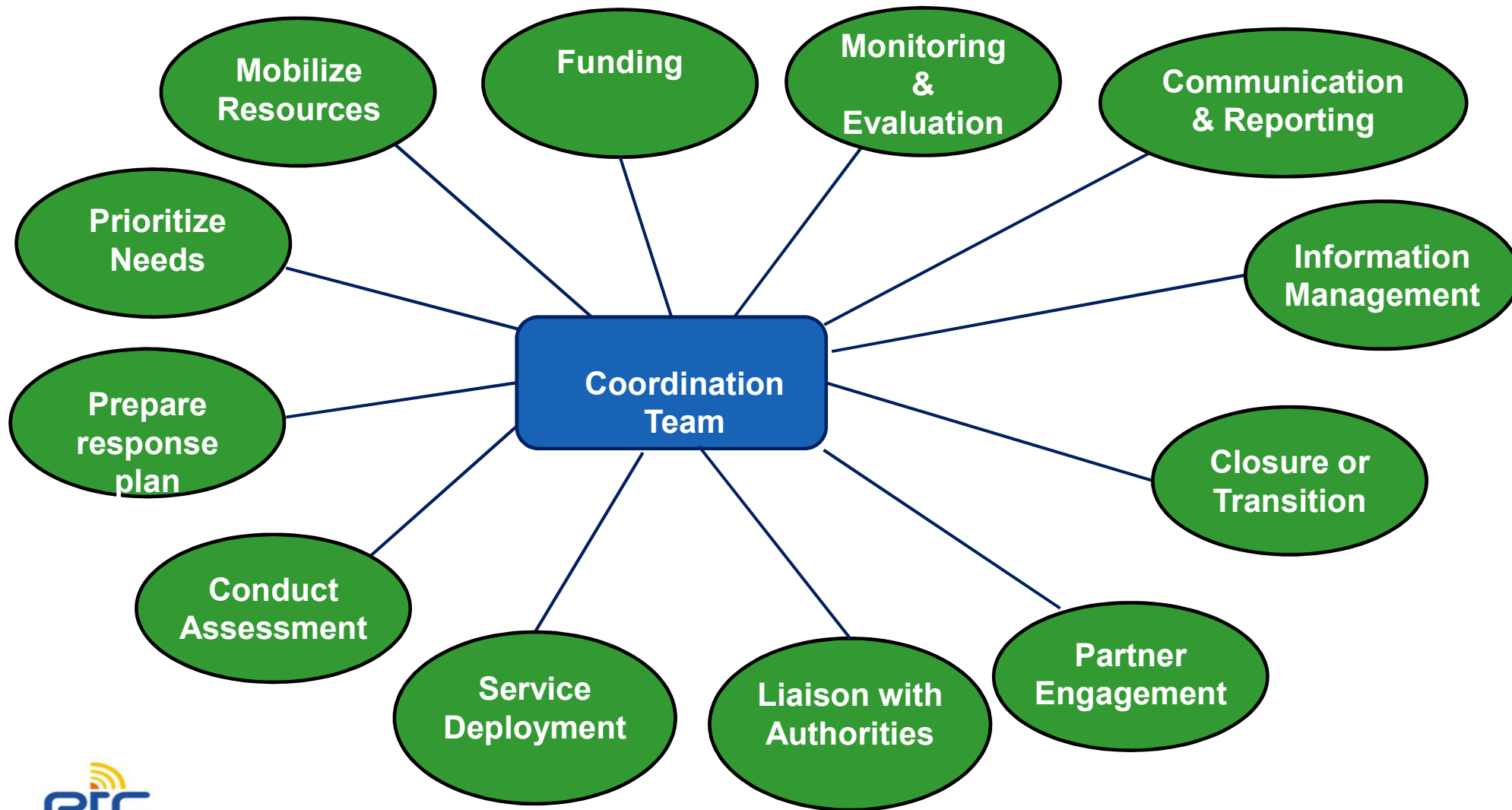




Photo: WFP / Mariko Hall



Photo: TSF

# ASIDE FROM TECHNICAL SKILLS?

















# What profile are needed in an operation?



## Coordination:

- ETC Coordinator
- Deputy Coordinator

## Information Management

- IM Officer

## Voice & Data Connectivity

- IT Expert/Specialist

## Security Communication

- Telecom Expert/Specialist
- COMCEN Operators
- Radio Trainer

## • Helpdesk:

- Helpdesk Staff

## • S4C

- S4C/CwC Officer

## • Preparedness

- Preparedness Officer

## • Project Management

- Project Managers

## • Electricity

- Electrician?

# Equipment & Services



## Equipment:

- Telecom Equipment
- IT Equipment
- Power

## Recurring/Service Costs

- VSAT Bandwidth
- Satellite phone

# Sourcing Equipment



## - Procurement

- Local Procurement
- International Procurement

## - Long Term Agreements

## - Emergency Response Stocks

- Dubai / FITTEST
- UNHRD
- Regional Stocks

## - Partners

- Govt. of Luxembourg
- Ericsson Response
- MSB
- Satellite Charter

## - Local Partners on Ground

- Pooling of Equipment

# Personnel



## - Surge Capacity

- FITTEST
- Regional / Global Rosters
  - TDY

## - National Recruitment

## - Partners

- Stand-by Partnerships
  - MSB
  - Gov. Of Lux
  - Ericsson Response
  - Red-R

## - Local Partners on Ground



# Service Providers



## - **Satellite Services** **(Voice & Data)**

- Procurement/LTA
- Partners
  - Gov. Of Lux
  - Satellite Charter

## - **Mobile Network Operators**

- Procurement/LTA

## - **Internet Service Providers**

- Local ISP (Copper, Fiber, Microwave, MPLS)
  - Procurement/LTA
- Satellite Service provider
  - Procurement/LTA
  - Partners

## - **Voice**

- PSTN
- Satellite
- VoIP (Skype, S4B, ....)