



Photo: WFP / Mariko Hall

Building Blocks of an ETC Response



Photo: TSF

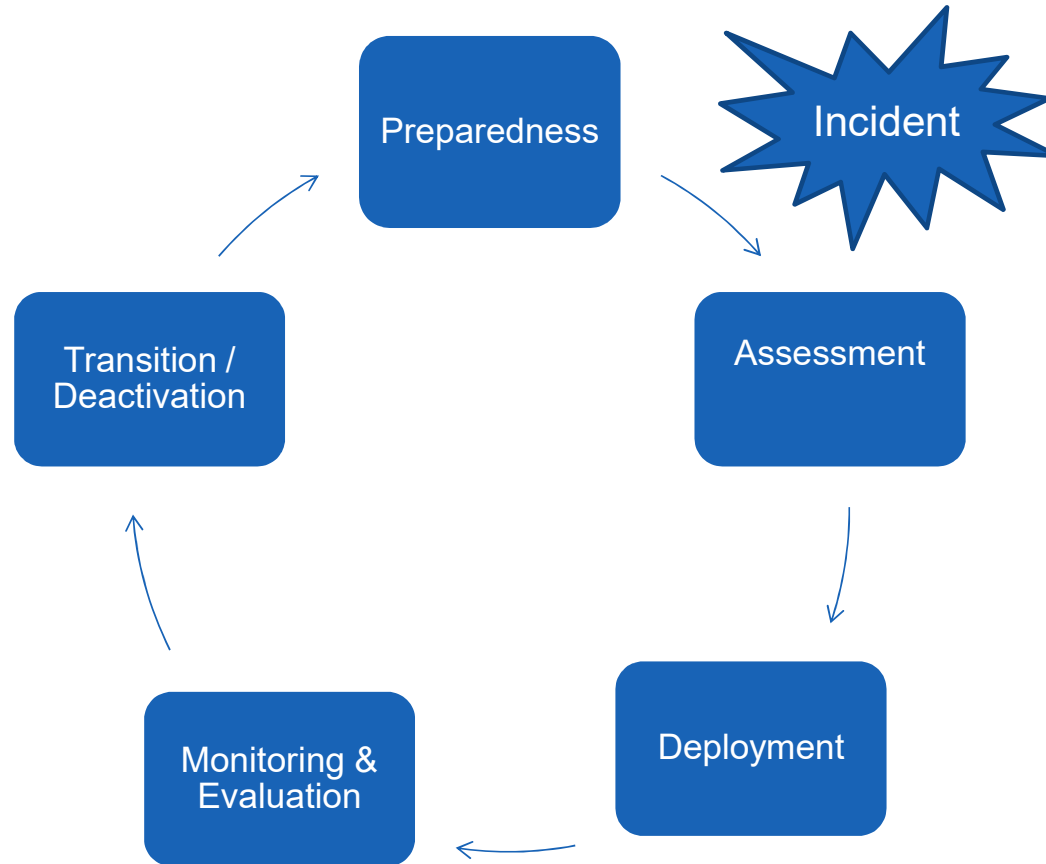


End goal of ETC Response



- 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.

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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

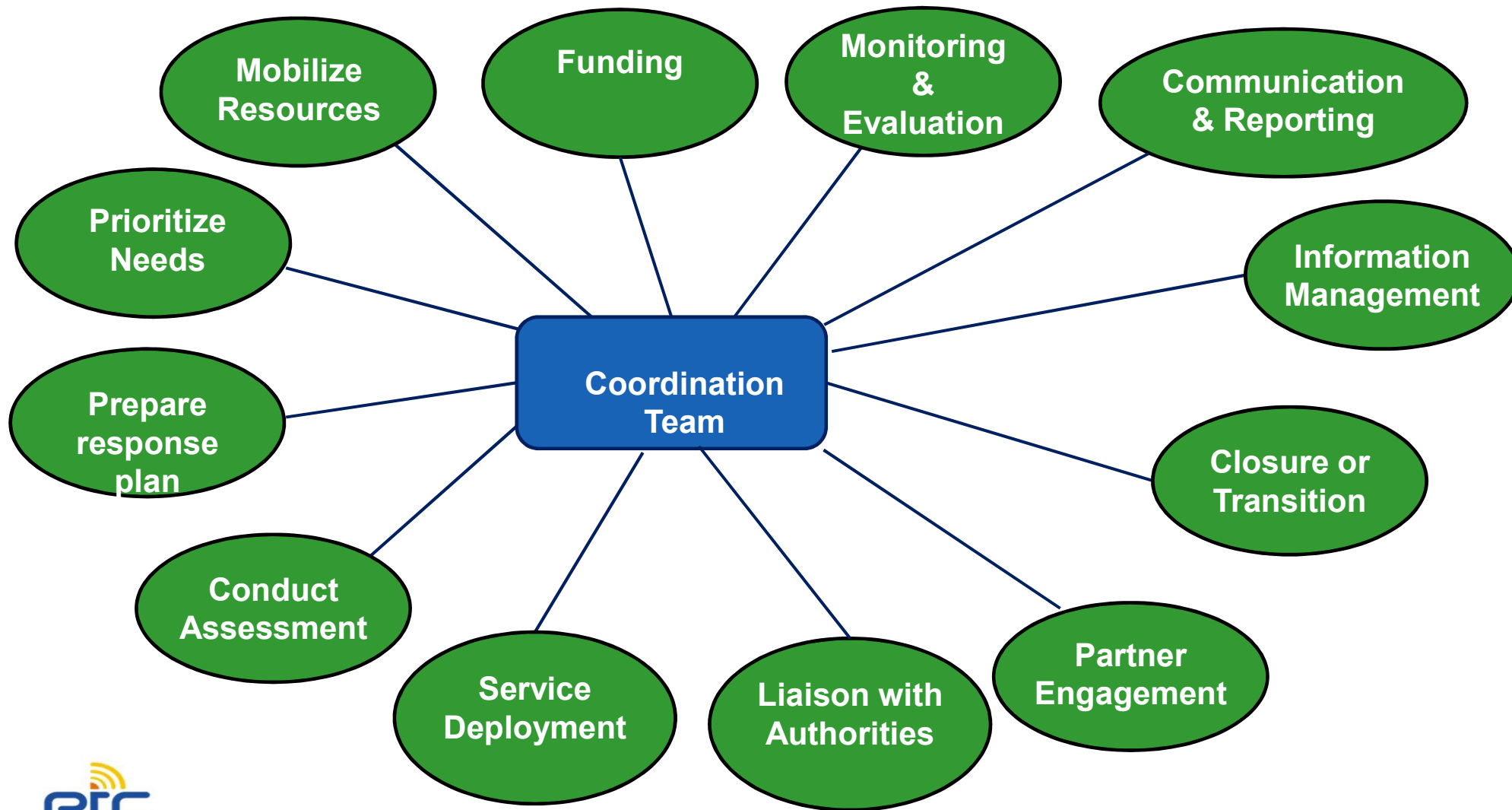




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ASIDE FROM TECHNICAL SKILLS?











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,)