

**WGET Meeting Minutes - Panama**  
**June 8-9 2010**

<b>Agenda Session</b>	<b>Description</b>
<b>Day 1</b>	
<p><b>Sessions 1-2 Opening and adoption of the Agenda</b> <b>Session 3 ITAG Brief / ERC-ITU SG NFF</b> Chérif Ghaly, OCHA and Chair WGET</p>	<p>The Chair opened the meeting and the draft agenda was adopted with session 21 "One UN ICT Task Force update" replaced by "VSAT installation training".</p> <p>The Chair gave a brief update on the ITAG meeting of 9-10 February 2010 where the role of WGET as the main focal point for emergency telecommunications - including security-related matters - was reaffirmed. The Chair briefed the participants about a meeting regarding emergency telecoms between the ERC and the ITU Secretary General (Ref: ITAG Meeting Minutes - WGET-100608-doc27-0-1; ERC-ITU SG NFF - WGET-100608-doc27-0-2).</p>
Reference Documents	Document: WGET-100608-doc27 agenda WGET-100608-doc27-0-1 WGET-100608-doc27-0-2
<p><b>Welcome Introduction OCHA – ROLAC Regional Context and Partnership – Latin America</b></p> <p>Gérard Gomez, OCHA ROLAC</p>	<p>Gerard Gomez, Head of the OCHA Regional Office for Latin America and the Caribbean welcomed the participants in the City of Knowledge housing all regional offices. He stressed the important link between regional and global offices and appreciated that WGET has chosen the Panama venue for its plenary meeting. He presented the regional context and the working environment, and the current on-going efforts to strengthen National capacity including preparedness and rehabilitation. In this context, REDLAC (Risk, Emergency &amp; Disaster task Force) plays an important role in the implementation, application and further dissemination of global institutional policies</p> <p>ROLAC has developed the RedHum website to support the systematic collection of information and collaboration among all humanitarian actors in the region including the Governments and has an important chapter dedicated to cluster coordination.</p> <p>ROLAC has used private sector capacity and services in the past and is encouraging an increased role for the private sector in humanitarian response and in particular in the area of telecommunications.</p>
Reference Documents	Presentation: WGET – 100608 – doc27-1
<p><b>Session 4 WGET Working Groups – Status Update and progress reporting</b></p>	<ul style="list-style-type: none"> <li>- WG 1: Technical Advisory Board (TAB)</li> <li>- WG 2: Information Management</li> <li>- WG 3: Private sector</li> <li>- WG 4: Radio System</li> </ul>
Action Items / Decisions	Working Groups to continue their work. A status update and 2010 WGET workplan progress report on the respective activities to be provided by the next WGET Plenary meeting in October 2010
Reference Documents	Document: WGET-100608-Doc27-2

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<p><b>Session 5 WG-2 Information Management reporting</b> Presented by Alfred Gilman, WFP</p>	<p>WG2 members: Ericsson Response, IFRC, iMMAP, MSB, Network Dynamics Associates, OCHA, UNDP, WFP. The Working Group on information management discussed the governance of the WGET Collaboration site as well as future improvements. It was agreed not to implement additional functionality awaiting wider usage of the platform and feedback from the members.</p>
<p>Action Items / Decisions</p>	<ul style="list-style-type: none"> <li>- Each Working Group to designate 1 or 2 persons to lead discussions and maintain the content of the Working Group page.</li> <li>- Notification alerts to be set up by users</li> <li>- WGET members to use the site and send feedback to OCHA (CT)</li> <li>- WGET Collaboration site Governance document to be finalized by OCHA and submitted to the WG on IM for approval prior to the next WGET plenary meeting in October 2010</li> </ul>
<p>Reference Documents</p>	<p>Document: WGET-100608-Doc27-3</p>
<p><b>Session 6 Working Group 3 Private Sector</b>  Presented by Pascal Faucher, CNES</p>	<p>WG3 members: CISCO, CNES, Danimex, EAmmune, EMC, Global VSAT Forum, Hyde Associated, ICOM, Motorola, Network Dynamics Associates LLC, Pacific Endavor, Paradigm, SITA, Thales, Univicity, Vizada, Voxbone Considering the need for the private sector to be seen as a coherent group by the UN, The Working Group on Private Sector has agreed on the principle of creating a cooperation-based Private Sector Group (PSG). A position paper will be submitted to the WG3 members for validation and presented at the next WGET Plenary Meeting in October 2010 with the following elements:</p> <ul style="list-style-type: none"> <li>- PSG mandate, objectives &amp; mission (cooperation-based, not commercial)</li> <li>- PSG governance and NDA terms (None Disclosure Agreement)</li> <li>- A list of joint activities organized by theme (e.g. joint PS information and communication; development of a common database; cross-technology solutions)</li> <li>- List of PS participants including roles and commitments</li> </ul> <p>In particular, the Task Force will focus on the definition of a common database:</p> <ol style="list-style-type: none"> <li>a. One contact person from each PS participant</li> <li>b. Company info</li> <li>c. Type of Service</li> <li>d. Type of human recourse (Incl. expertise inside XX area)</li> <li>e. Description for Services / human resources provided as "Donation"</li> <li>f. Description for Services / human resource provided "outside donation"</li> <li>g. Response time for delivery per Service</li> <li>h. Response time for human resources</li> <li>i. Delivery terms / logistic</li> <li>j. UN responsibility for delivery of the Service</li> </ol>
<p>Action Items / Decisions</p>	<ul style="list-style-type: none"> <li>- Create a cooperation-based Private Sector Group (PSG).</li> <li>- WG on Private Sector to present a position paper at the next WGET plenary meeting in October 2010</li> </ul>
<p>Reference Documents</p>	<p>Document: WGET-100608-Doc27-4</p>
<p><b>Session 7 Working Group 4 Radio System reporting</b>  Presented by Runar</p>	<p>WG4 members: Global VSAT Forum, MSB, OCHA, TSF, UNDSS, UNHCR, UNICEF, WFP WFP, UNICEF and IFRC/ICRC providing training material/documentation. WG4 proposes the following the following plan:</p> <ol style="list-style-type: none"> <li>1. Share additional training material (MSB, GVF, UNDSS, TSF, etc) within three weeks. WFP and MSB to take the lead on harmonizing the existing</li> </ol>

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Holen, UNICEF	<p>training material on the WGET portal, identify topics for further development and focus initially on “one pager” user manuals/sheets. The group will look into translating training material into French and Spanish.</p> <ol style="list-style-type: none"> <li>2. OCHA to contact the service providers for authorizations to use their material/images. OCHA to run a pilot using the UNDSS application (Moodle). MSB will provide a Thuraya presentation to UNDSS with the support of UNICEF-NY.</li> <li>3. Redefine VHF signaling protocol towards using an interoperable protocol. If necessary, redefine selective calling format. The group will invite manufacturers and suppliers to participate in the discussions.</li> </ol>
Action Items / Decisions	<ul style="list-style-type: none"> <li>- All Working Group participants to share additional training material</li> <li>- OCHA to contact service providers for providing additional training documentation and authorization to use existing material.</li> </ul>
Reference Documents	Document: WGET-100608-Doc27-5
<p><b>Session 8 Working Group 1 Technical Advisory Board (TAB) reporting</b></p> <p>Presented By Steven Fazio, WHO; Rolf Sjoberg, DFS</p> <p>Theme / Track Governance</p>	<p>TAB members: Rolf Sjoberg DFS, Brian Carlson World Vision, Steve Fazio WHO. The Technical Advisory Board (TAB) reviewed the WGET 2010 and Themes and recommended to merge activity area V (related to the Private Sector) with “Addressing the Emergency Response Challenge”. The recommendation was unanimously adopted.</p> <p>In view of the WGET 5 years vision, the TAB felt that the group may need to change its name (WGET) to broaden the scope of its activities and include new technologies and services such as social media and other applications. The TAB proposed to further reflect on the name change and submit a proposal at the next WGET Plenary Meeting. It was agreed to present different options at the next meeting. It was also noted that a name change needs the approval of the IASC.</p> <p>Following Hugh Peterken’s departure, the TAB proposed to replace him with Christian Hyde as a TAB member. The proposal was unanimously endorsed. Some WGET participants expressed the need to receive more feedback from the TAB on the submissions provided.</p>
Action Items / Decisions	<ul style="list-style-type: none"> <li>- WGET Secretariat to update the WGET 2010 workplan to merge the Private Sector activity area with “Addressing the Emergency Response Challenge”.</li> <li>- WGET participants to consider options for a different group name</li> <li>- Christian Hyde is elected as TAB member</li> </ul>
Reference Documents	Document: WGET-100608-Doc27-6
<p><b>Session 9 WGET Collaboration Site Theme / Track Governance</b></p> <p>Caroline Teyssier, OCHA</p>	<p>Caroline Teyssier presented an overview of the WGET Collaboration Platform highlighting the work done by Jolera (a Canadian company and NetHope partner) who has built the platform and provides technical support. The WGET Secretariat is maintaining the site structure, updating the content and provides support to the membership.</p> <p>The platform is ready for use and the WGET Collaboration site was officially launched during the meeting. All members were encouraged to start using the site as soon as possible and in particular the Working Groups.</p>
Action Items / Decisions	<ul style="list-style-type: none"> <li>- OCHA to provide username and password to all WGET members as well as access to their respective collaboration spaces) by end July 2010</li> <li>- OCHA to circulate a survey to collect user feedback before the next meeting</li> <li>- OCHA to discuss sustainability of the platform and future support with Jolera</li> </ul>
Reference Documents	Presentation: WGET-100608-Doc27-7

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<p><b>Session 10</b> <b>Humanitarian Virtual Coordination Center – Haiti Digital Ecosystem</b></p> <p>Theme / Track Addressing the Emergency Response Challenges</p> <p>Presented By Mark Smith, Univacity</p>	<p>Mark Smith presented the work of “Univacity”, a low-profit organization subsidiary of WVI, focused on Humanitarian industry-wide initiatives. Current challenges with Humanitarian Data Systems include the difficulty of measuring service delivery, cluster collaboration continues to be a manual process, lack of visibility, etc. Univacity developed a Digital Ecosystem which was used by NGOs for the Haiti 2010 response. The humanitarian actors were able to rapidly register beneficiaries with picture ID and barcodes and used it for food distribution, camp registration, social work, mobile health, emergency kits.</p> <p>Univacity is planning to build a collaboration platform accessible by donors and actors with service alerts for the beneficiaries including geo-localization and message alerts on mobile phones. In addition, Univacity is studying the feasibility of a new concept “Haiti Smart Schools” to:</p> <ul style="list-style-type: none"> <li>▪ Improve education, incentivize parents to get children to school (NGO)</li> <li>▪ Build birth certificate &amp; child National ID (Government)</li> <li>▪ Get new mobile customers, add new data plans (Business)</li> <li>▪ Improve education with digital content; improve payments systems (Educators)</li> </ul> <p>Univacity is currently working on:</p> <ul style="list-style-type: none"> <li>▪ Deploying LMMS (last Mile Mobile Solutions) 1.0 and Designing business &amp; technology for LMMS 2.0</li> <li>▪ Designing Smart School prototype with WVI</li> <li>▪ Designing Mobile Health Platform with NetHope</li> <li>▪ Building a consortium around a Haiti Birth Certificate programme                             <ul style="list-style-type: none"> <li>- Designing the Collaboration Platform &amp; ServiceAlert system</li> <li>- Designing a Beneficiary Relationship Management System</li> </ul> </li> </ul>
Reference Documents	Presentation: WGET-100608-Doc27-8
<p><b>Session 11 MOSS Briefing – Security Risk Assessment and impact on ET Standards and Strategy</b></p> <p>Theme / Track Addressing the Emergency Response Challenges</p> <p>Presented By Gerald Ganz, UNDSS</p>	<p>Gerald Ganz provided information on the new MOSS policies that came into effect in April 2009. The new procedure will replace the existing the Security Phases and is based on Security Risk Management. Following the application of the Security Risk Analysis, each country team will be responsible for justifying and identifying the risk level using DSS guidelines. Every operation in a given country will have to conduct the Risk Analysis (using the SRA matrix) and will be attributed a risk level. The new procedure provides more flexibility per country/area and offers options in phase with local capacity and operational requirements. The Private Sector participants (esp. UN partners) requested a more systematic approach to better inform and include PS partners regarding security arrangements and procedures. At the very least the PS Security Officer on site should be able to link with UNDSS to exchange information.</p> <p>The Chair suggested that the PS WG discuss the matter further and provide inputs to UNDSS. In addition, the Chair to establish a new Working Group led by UNDSS to discuss technical aspects and implications of the new MOSS.</p> <p>WHO added that some actors are not MOSS compliant because of the high cost. In view of the low level of MOSS compliance (due to cost implications), WHO proposed to discuss in the new Working Group different technical options including the estimated implementation cost in each case.</p>
Action Items / Decisions	<ul style="list-style-type: none"> <li>- It was decided to establish a new Working Group on MOSS led by UNDSS and provide an update before the next WGET plenary meeting in October 2010</li> </ul>
Reference Documents	Presentation: WGET-100608-Doc27-9
<p><b>Session 12 Radio Room Virtualization</b></p>	<p>Recalling previous discussions on the same subject, Stéphane Imberton recommended more flexibility in addressing the ever increasing operational requirements and ensuring better alignment with the new MOSS recommendations.</p>

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<p>Stéphane Imberton, UNHCR</p> <p>Theme / Track Shaping the future of Emergency Telecommunications</p>	<p>The current process to set-up fully staffed radio rooms is very expensive and could be complemented using remote control procedures through alternative locations allowing more flexibility and reduced costs. The new MOSS guidelines allow this flexibility in designing new services. It is relatively easy to design radio room back-up functions and share 24/7 operational coverage among multiple agencies to provide high-end base stations access to partners.</p> <p>It is proposed to discuss the implementation options, select an interoperability standard and define a roadmap for piloting and implementation taking into account existing solutions used by some WGET members. WGET needs to develop a matrix to define the requirements and scenarios within the Working Group on radio systems.</p> <p>Danimex, CISCO, Thales, Motorola, ICOM, SITA and UNDSS expressed their interest in participating in the discussions and concept development.</p> <p>It was decided to address the Radio Room Virtualization discussion in the Working Group on MOSS.</p>
Action Items / Decisions	- Radio Room Virtualization to be discussed in the Working Group on MOSS and recommendations presented at the next WGET plenary meeting in October 2010.
Reference Documents	Presentation: WGET-100608-Doc27-10
<p><b>Session 13 Digital Radio Systems – Industry Strategy</b></p> <p>Stéphane Imberton, UNHCR</p> <p>Theme / Track Shaping the future of Emergency Telecommunications</p>	<p>UNHCR has recently conducted a study regarding the feasibility and options to move to digital radio in addition to the pilot tests conducted. In view of the importance of radio communications in humanitarian operations, moving to digital radio constitutes an important investment and requires long-term commitment. The decision to move to digital radio should be informed by the market evolution, standards and user requirements.</p> <p>Considering the existing digital radio solutions and technology and some pilot tests have already been implemented. Stéphane questioned the digital market evolution, and if analog radios still meet user requirements and how existing radio solutions can be improved to provide additional functionality at a low cost. Based on the UNHCR study, he demonstrated that the market remains uncertain to ensure interoperability between emerging digital technologies, and several competing standards are still under development.</p> <p>It was proposed to continue with the analogue technology, develop TCP/IP interfacing, review the use of selcall and develop a new WGET standard reflecting these factors. It was also proposed to work together and try to influence the market standards currently under development to better serve the humanitarian requirements.</p> <p>ICOM announced that it will move to digital technology but that the company guarantees to continue the provision and development of analogue radio systems.</p>
Action Items / Decisions	<ul style="list-style-type: none"> <li>- All WGET members agreed that there is no need to move to digital radio systems for the time being and continue the discussion and market research for the medium term.</li> <li>- WGET members agreed to study ways of improving existing analogue radio systems as proposed by UNHCR.</li> </ul>
Reference Documents	Presentation: WGET-100608-Doc27-11
<b>Day 2</b>	
<p><b>Introduction Day 2</b></p>	<p>It was agreed to include a 15 min session on the Haiti response to be presented by Rolf Sjoberg, DFS, just after the lunch break. (Ref: presentation WGET 100609 – Doc27-23)</p>

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<p><b>Session 14 Digital Radio pilot test results</b></p> <p>Martin Kristensson, WFP</p> <p>Theme / Track Shaping the future of Emergency Telecommunications</p>	<p>Martin presented the results of the bench test and simulation done in Dubai as well as the field trail of the MOTOTRBO in the Philippines. He regretted that participation was heavily reduced at the pilot test in Dubai due to the Haiti emergency. ICOM, Kenwood and Motorola were present &amp; participated in the tests. WFP noted that the Philippines emergency was declared while the MOTOTRBO pilot was ongoing and WFP decided to deploy the equipment for all humanitarians in analog mode. The implementation is planned to be completed by November 2010.</p> <p>WFP plans to continue the evaluation of the different digital solutions (a vendor road map should be provided by the end of 2011) and make a field pilot deployment and evaluation of the different systems. WFP reported that in the Philippines, the digital test was requested and driven by the country team.</p> <p>In case of a new emergency, WFP proposed to deploy conventional Sel-V systems and a mix of conventional and digital depending on the need (staff and vehicle tracking, messaging, integration).</p> <p>UNHCR expressed its concern regarding interoperability and felt that all actors will have to take the risk if an emergency occurs.</p> <p>WFP suggested to use analog as a basis for interoperability but needs to implement digital for its own requirements. WFP supported the need for a common industry standard but thought that the digital technology is mature enough to be used.</p> <p>The Chair explained that the existing WGET standard is based on analogue radio and that the membership will need to define and approve either a new digital solution or a mix prior to its adoption and implementation in the field.</p> <p>WFP explained that several agencies use satellite tracking for vehicles and have a need for a standard digital solution to replace the existing analog system.</p> <p>UNHCR stated that there are currently several options and enhancements to augment the existing analog infrastructure and suggested launching a common RFP including all the desired functionality to gauge the market for solutions and feasibility.</p> <p>ICOM thanked WFP for the invitation to participate in the Dubai test and confirmed that as a company it is engaged to continue providing support to WGET members and that several features requested in Dubai will be implemented as future enhancements. However, despite the important investment in time and money, ICOM thought that it was a too early to adopt a digital solution unless a decision was already made before the tests. ICOM reiterated that it fully committed to invest and try to find the best solution for the group.</p> <p>The Chair reminded the participants that it was agreed earlier that the conventional analog system remains as the common WGET standard fully recognizing WFP's right to select a different solution for its own needs as long as such a solution is not proposed as a common inter-agency service. The Chair asked the Working Group on radio system to continue the discussion and report at the next plenary meeting.</p>
<p>Action Items / Decisions</p>	<p>- Working group on Radio system to continue the discussion on Digital technology and provide an update at the next WGET plenary meeting in October 2010</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-12</p>
<p><b>Session 15 HF Signaling Protocol</b></p>	<p>UNHCR made a presentation on HF signaling protocol. Today, there is a need to find a solution to make the HF radio more attractive. UNHCR reminded everyone on the existing Emergency Operations Inter-Agency standard Select 6 based on</p>

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<p>Theme / Track Shaping the future of Emergency Telecommunications</p> <p>Presented By Stéphane Imberton, UNHCR</p>	<p>ITU CCIR 493 as well as additional market solutions such as the 2G/3G-ALE technology which could be adopted by WGET to improve the use and interoperability of the HF common network. The solution provides a viable alternative to reduce the cost of satellite phone communications. WGET will have to decide and select a new HF protocol in the near future including global and regional emergency frequency management and develop a common address book service for emergencies.</p> <p>UNHCR proposed a WGET database system for common HF frequency management and requesting frequency registration with the ITU (global, local and possibly other frequencies).</p> <p>All participants agreed to study the possibility to adopt the ALE technology and reflect this new activity in the WGET 2010 workplan.</p> <p>WHO invited the group to think of a long-term vision providing full integration and interoperability across different technologies and platforms instead of focusing on isolated solutions.</p>
<p>Action Items / Decisions</p>	<ul style="list-style-type: none"> <li>- The WG on radio systems to discuss the possibility of integrating the ALE technology and propose options/solutions at the next WGET plenary meeting in October 2010</li> <li>- WHO to lead a discussion regarding long-term vision and direction</li> </ul>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-13</p>
<p><b>Session 16 UN Country code – Update &amp; Solutions</b></p> <p>Rodrigue Ullens, Voxbone</p> <p>Theme / Track Addressing the Emergency Response Challenges</p>	<p>Rodrigue Ullens gave a quick overview of the steps for implementing the UN country code (+888) and the results of the feasibility study of March 2009. The study showed the complexity of the implementation, the financial and human resources investment and the need to look for a more realistic solution. Voxbone proposes to invite additional Private Sector partners to reduce financial and human resources investment, maximise the existing OCHA-Ericsson Response partnership and is proposing its services as partner to assist with the implementation of the UN country code. Voxbone is a Belgium company member of the ITU-T and the GSM Association, offering VoIP and numbering resources for telecom operators. The company offers to open a gateway between the +888 code and the rest of the world, contact operators around the world to advertise the code and provide a web interface to manage number translation and call forwarding. It is proposed to focus initially on implementing the UN country code for basic emergency response, use the code for Ericsson Response GSM deployments using inbound calling call forwarding. In collaboration with OCHA, Ericsson Response and DFS, Voxbone proposes to:</p> <ul style="list-style-type: none"> <li>▪ Define a detailed implementation plan</li> <li>▪ Implement a technical solution and test, using +883 510 (Voxbone code allocated by ITU-T)</li> <li>▪ Study the Voxbone numbering management platform</li> <li>▪ Report to ITU-T after next WGET plenary meeting</li> <li>▪ ITU to publish the +888 implementation request to the operators</li> <li>▪ Field tests including numbering and service management</li> </ul> <p>DFS suggested to formally involve OICT (Office of Information and Communications Technology) in the discussions in view of political implications.</p>
<p>Action Items / Decisions</p>	<ul style="list-style-type: none"> <li>- OCHA, DFS, Ericsson Response and Voxbone to define an implementation plan to propose to the WGET members</li> <li>- The proposal should be endorsed by ITAG and OICT</li> </ul>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-14</p>

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<p><b>Session 17 Network as critical as the radio technology</b></p> <p>Rakesh Bharania, CISCO</p> <p>Theme / Track Shaping the future of Emergency Telecommunications</p>	<p>CISCO presented its vision regarding emerging Technologies &amp; Systems In Disaster Communications including the delivery of information using satellite communications, mesh wireless systems, WiMax and IP telephony. CISCO is currently working on the Next Generation of Disaster Management Systems as Internet-based, shared open system allowing disparate groups to organize, plan and respond to complex emergencies. New platforms (such as “Ushahidi”, InRelief and Sahana) allow new ways of aggregating information from the public and wider private sector for use in crisis response. It enables collaboration among different actors and provides real-time visualization, etc. As an example, Ushahidi allows a disaster victim to send crisis incidents and receive updates using a mobile phone. CISCO has developed an Incident Management application called “CISCO TacOps disaster management” for global incident tracking, incident management and personnel tracking. The application uses a combination of open source and software products and the data is pulled from a variety of open source and commercial service providers. The tool provides Global Incident Tracking and vulnerability areas using intelligence feeds and Google Earth. It tracks all TacOps Incidents, easily updated, shows deployment locations, incident severity, resources deployed, organizations supported, sitreps, contacts etc. It can track travelers, particularly in high risk areas, and via the use of personal satellite tracking devices, the locations of each team member are automatically tracked on Google Maps multiple times a day.</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-15</p>
<p><b>Session 18 UN Private Sector coordination:</b></p> <ul style="list-style-type: none"> <li>- <b>Technical capacities PS roster</b></li> <li><b>Disaster response teams</b></li> <li>- <b>model &amp; strategy</b></li> </ul> <p>Jan-Erik Kjaer, EMC – Rakesh Bharania, David Andemicael, CISCO</p> <p>Theme / Track Addressing the Emergency Response Challenges</p>	<p>1. On behalf of the Private Sector Working group, Jan-Erik Kjaer suggested to create a cooperation-based Private Sector Group (PSG) and develop a position paper including the mandate, objectives and mission (cooperation-based, not commercial oriented). The group will aim to propose joint activities organised by themes including cross-technology solutions. The group will also aim to develop a common roster of PS capacity and activation modality.</p> <p>2. David Andemicael and Rakesh Bharania presented the current CISCO Disaster Response Teams model and strategy (DIRT):</p> <ul style="list-style-type: none"> <li>▪ Employee-volunteer teams that provide quick response solutions in crisis situations.</li> <li>▪ Structured to provide 24/7/365 incident support</li> <li>▪ Teams are trained to operate in adverse conditions.</li> <li>▪ Teams are trained on and deployed with the Network Emergency Response Vehicles (NERV).</li> <li>▪ Sponsored by Cisco senior management.</li> </ul> <p>The teams consist of five to eight technical specialists primarily based in San Jose, CA and Raleigh, NC. Each team is led by a TacOps Operations Coordinator and when deployed, they are supported 24/7 with logistics, intelligence, etc. The service provided and deployment of the teams is based on the “Customer Crisis Escalation Prioritization” table.</p> <p>CISCO offered additional support to the UN through its DIRT mechanism and proposed a list of challenges to address to ensure an effective CISCO-UN collaboration (see the attached presentation)</p>
<p>Action Items / Decisions</p>	<p>- Working Group on Private Sector to set up the Task Force and present a Position Paper to the WGET members.</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-16 WGET-100609-Doc27-17</p>



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<p><b>Session 19 Civil Military Cooperation</b></p> <p>Ken Zita, Network Dynamics Associates</p> <p>Theme / Track Addressing the Emergency Response Challenges</p>	<p>Colonel Dean Fox and Ken Zita thanked the WGET for the invitation to participate and provide a presentation on the collaboration with the military. Ken summarized existing collaboration mechanisms between the Military and Humanitarian organizations and how it could be strengthened. Ken presented the Civil Military context and recent progress and the fact that collaboration before and during the response is currently linked to personalities rather than institutional relationships. During the Haiti crisis, a lot of information was shared in an ad-hoc manner and lacked systematic mechanisms. The Mutinational Communications Interoperability Program will be organizing a workshop (Pacific Endeavor) in Singapore in August and will be inviting representatives from the humanitarian community and the private sector. The "Pacific Endeavor" will discuss interoperability, information sharing, scenarios plans, SOPs and look at new technologies and procedures. The workshop will provide an excellent opportunity to establish stronger and closer collaboration with humanitarians including ICT support, common/shared information and collaboration platforms.</p> <p>The WGET members welcomed the presentation and participation of the Military representatives and encourage more discussions to define better linkages with the Military during emergency relief operations.</p>
<p>Action Items / Decisions</p>	<p>- The WGET Secretariat to continue its efforts to strengthen the collaboration with the Military - WGET participation at the Pacific Endeavor workshop in August 2010</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-18</p>
<p><b>Session 20 O3B Initiative</b> <b>Theme / Track</b> <b>Emerging Trends and Technologies</b></p> <p>Matous Vykydal, Vizada</p>	<p>Matous presented a short history of the "O3b" concept, founded by Greg Wyler. O3b means "connecting the other 3 billion" mostly representing Latin American, Asian, Middle Eastern and African countries. The mission is to make the Internet accessible and affordable to those who will benefit the most by reducing core and access transmission costs through the deployment of a ground breaking, next generation satellite constellation that will be capable of enabling operators to offer better, faster, and more affordable connectivity to their customers in a profitable and sustainable way. This new concept will provide:</p> <ul style="list-style-type: none"> <li>▪ Faster web access</li> <li>▪ Clearer, more natural voice communications</li> <li>▪ Real-time, lag-free video conferencing</li> <li>▪ Full-speed IP over VPN</li> <li>▪ Seamless access to web-based software and services</li> </ul> <p>In September 2009, O3b Networks signed with Vizada Networks to supply O3b services to African continent and Middle East. The service is planned to be launched in 2012.</p> <p>Matous concluded that the O3b Networks will offer fiber performance via satellite at prices comparable to fiber in developed regions. This system will completely change the economics of telecommunications infrastructure in the world's fastest-growing markets for communications services.</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-19</p>
<p><b>Session 21 VSAT Installation Training</b></p>	<p>Greg presented the VSAT installer training program of the Global VSAT Forum (GVF) which began as a classroom-based training in 2003. The SatProf partnership in 2006 accelerated the improvement and the program became interactive and is</p>

Agenda Session	Description
<p>Greg Selzer, GVF</p> <p>Theme / Track Addressing the Emergency Response Challenges</p>	<p>currently online based. The training was restructured in 2009 for greater emphasis on core interference-preventing skills exercises ad tests. At the end of 2009, over 2300 students have taken one or more GVF training courses and more than 850 have completed certification. GVF offers VSAT installer training courses leading to certification ranging from Basic to Advanced and various specialities through a training portal. Greg gave a demo of the on-line training and how it can support emergency response requirements.</p> <p>The Chair informed the participants that GVF and OCHA are currently working on developing a partnership to offer standard course material with certification to WGET member organizations. The modality and financial elements are still under discussion.</p>
<p>Action Items / Decisions</p>	<p>- OCHA and GVF to continue the discussions to offer standard VSAT courses and certification to WGET members.</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-20</p>
<p><b>Session 22 NOMAD – Humanitarian operations mobile acquisition of data</b></p> <p>Olivier Cottray, iMMAP</p> <p>Theme / Track Shaping the future of Emergency Telecommunications</p>	<p>Olivier Cottray briefly introduced iMMAP, a non-profit organization supporting the humanitarian community by providing operational information management. In the context of collecting reliable information in chaotic or dangerous environments and to meet the increasing demand for geographic information, iMMAP developed NOMAD, an integrated service including Imagery, Geo-localisation and Communication. The tool integrates satellite mapping and data compilation, processing and dissemination.</p> <p>The NOMAD system aims to improve humanitarian data collection for better coordination of humanitarian activities, ensuring the security of field teams and supporting operational decision-making. The NOMAD service is developed with user partners as WFP (Ethiopia), Humanitarian Clusters (Haiti), UNHCR (Observer role) and uses a mix of spatial technologies (observation, navigation, communication). It is field-ready, scalable and rapidly deployable.</p>
<p>Reference Documents</p>	<p>Presentation: WGET-100609-Doc27-21</p>
<p><b>Session 23 Telecom Charter – update</b></p> <p>Pascal Faucher, CNES</p> <p>Theme / Track Addressing the Emergency Response Challenges</p>	<p>Pascal gave a status update regarding the development of the “International Charter on Emergency Satellite Telecommunications for Humanitarian Disasters”. The purpose of the Telecom Charter is to address the challenges of the response and post-disaster phases, including worldwide coverage, and the provision of telecommunications resources to beneficiaries. The Charter would be activated following a natural disaster, a technological accident, a health disaster or a man made conflict. The “Charter Partners” are requested to commit to do their best to make Satellite Telecommunications Resources available to Beneficiaries of Humanitarian Disasters”.</p> <p>The principles of the charter are:</p> <ul style="list-style-type: none"> <li>▪ Partners undertake their cooperation on a voluntary best efforts basis, with neither exchange of funds nor consideration</li> <li>▪ Beneficiaries undertake to have Telecom Resources employed solely for the deployment and coordination of humanitarian assistance</li> <li>▪ Suppliers and Donors commit to sign Bilateral Partnership Agreements with the Charter representative to specify the terms of their participation and their contributions to the Charter operations</li> <li>▪ The Charter can only be activated by First rank beneficiaries</li> </ul> <p>To be activated the Telecom Charter should follow a strict governance process. The Structure will have a Charter representative (the UN), a Board and an Executive Secretariat. The General Assembly of Partners (all signatories) will have</p>

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	<p>to follow the governance process. The Working Group has written a Draft Proposal of a Telecom Charter in French and English, which will be submitted to the legal affairs of various entities (ICRC, UNHCR, OCHA and CNES). The Working group will hold a workshop in September 2010 in Geneva to revise the draft proposal and aim to submit the final version to the WGET members at the next WGET plenary meeting. The Telecom Charter is expected to enter into force in 2011.</p>
Action Items / Decisions	<ul style="list-style-type: none"> <li>- The Working group on Telecom Charter to hold a workshop in September 2010 led by OCHA.</li> <li>- Aim to submit the final version of the Telecom Charter at the next WGET plenary meeting in October 2010</li> </ul>
Reference Documents	Presentation: WGET-100609-Doc27-22
<p><b>Session 24 WGET Recommendations &amp; Action points</b></p> <p>Chérif Ghaly, WGET Chair</p>	<p>The Chair summarized the main action points of the two-days meeting to be reflected in the minutes. All participants agreed with the decisions and deadlines presented. Following the suggestions of several members, the Chair proposed to hold future plenary meetings mainly in Geneva or New York. It was agreed to hold the next WGET Plenary Meeting at the UN in Geneva the week of 4-10 October 2010.</p>
Action Items	OCHA to host the next WGET Plenary Meeting in Geneva the week of 4-10 October 2010.