INTER-AGENCY STANDING COMMITTEE
63RD WORKING GROUP MEETING

Cluster Working Group on Emergency Telecommunications: Progress Report

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Table of Contents

Executive Summary....3
I Background....4
II Improving Inter-Agency Emergency Telecommunications Response....6
2.1 Governance....6
2.2 Staffing....6
2.3 Funding....6
2.4 Response time....6
2.5 Logistics/Supplies....6
2.6 Training....6
2.7 Communications Plan....7
2.8 Service Objectives....7
2.9 Preparedness and Planning....7
2.10 Compatibility and Interoperability....7
2.11 Standards....7
2.12 Standby arrangements....7
2.13 Post Emergency Phase....7
III Capacities and Gaps....7
IV Response in Selected Existing Emergencies....8
V Non-UN Actors Involvement....9
VI Cross-Cutting Issues....10
VII Response Planning and Preparedness Measures....12
7.1 Preparedness....12
7.2 Response....13
VIII Plan for a Phased Introduction and Recommendations for 2006 Implementation....14
8.1 Pre-Start Date....14

8.2 Within Start Date + 2 Weeks 14
8.3 Within Start Date + 1 Month 15
8.4 Within Start Date + 3 Months 15
8.5 Within Start Date + 6 Months 15
8.6 Within Start Date + 12 Months 16
IX Resource Requirements 16
X Recommendations On Outstanding Cluster Specific Issues 18
XI Heading 1: CTRL+SHIFT+1 ..... **Error! Bookmark not defined.**
11.1 Heading 2: CTRL+SHIFT+2 ..... **Error! Bookmark not defined.**
11.1.1 Heading 3: CTRL+SHIFT +3 ..... **Error! Bookmark not defined.**

Annexes

Annex 1 – ETC Report to the IASC - 22 August 2005

Annex 2 – ETC Strategy Elements (Critical Success Factors)

Annex 3 – Capacity Mapping

Annex 4 – IAET Concept Paper (Rev. 6) Mission Statement and Activation Guidelines 18-19 November 2004

Annex 5 – List of Participants

Executive Summary

In the context of the structure approved by the IASC principals, the Emergency Telecommunications Cluster (ETC) has developed strategy elements and Planning & Preparedness measures to provide a more timely and effective Inter-Agency Emergency Telecommunications (IAET) response capability with clearly defined services. This work has been much aided by the experience gained through the IAET common service activation in five recent emergencies.

A plan for 2006 preparedness activities has been prepared, with resource estimates. In addition, estimated funding requirements have been developed for three major (500,000 beneficiaries) emergencies in 2006, two of which could overlap. Inter-Agency service provision will be more timely, predictable and effective than that provided previously by multiple individual Agencies. It targets most UN agencies and humanitarian partners and will especially benefit organizations with smaller operations.

The following issues are considered to be of particular importance:

- Execution of the 2006 ETC Preparedness Plan is critical for Agencies to build the capacity, which currently does not exist, to respond to emergencies in a timely and effective manner. This plan will require funding of $6,680,000 in 2006 and estimated additional funds of $3,507,000 for recurring preparedness costs in 2007 and thereafter.
- The estimated ETC funding requirement per emergency, under the IASC planning assumptions, is $3,255,000. This would cover equipment costs and 6 months recurring costs at five separate sites.
- Immediate funding for stock replenishment is essential to ensure availability of sufficient equipment stocks to respond to overlapping emergencies.
- Emergency Telecommunications (ET) infrastructure is capital-intensive and directly related to the number, locations, proximity and distribution of the humanitarian operational areas.

I Background

The Outcome Statement of the IASC Principals meeting of 12 September in New York asked[1] the Cluster Leads - with the full support of members - to progress the following priority actions in the period to December 2005:

1. Decide how the cluster will substantially improve the humanitarian response within the sector for new emergencies.
2. Complete assessment of capacities and gaps in the sector.
3. Carry out specific capacity mapping and response planning in consultation with the Humanitarian Coordinators to improve response in a selected number of existing emergencies.
4. Improve non-UN actor involvement in the process, building on regional/national capacities.
5. Ensure integration of cross-cutting issues such as gender, age and diversity; HIV/AIDS; human rights.
6. Undertake coordinated response planning and preparedness measures, build links between clusters and prevent duplication with other structures.
7. Prioritize actionable recommendations for 2006 implementation.
8. Develop recommendations on outstanding cluster specific issues, such as the broader protection framework.
9. Develop a plan for a phased introduction.
10. Prepare cluster-specific resource requirements.

The same IASC meeting approved the following ETC recommendations:

Approval of the re-defined cluster lead roles and the assignment of Process Owner, Data Service Provider, and Security Telecommunications Service Provider roles by OCHA, UNICEF, and WFP respectively. See Annex 1 (ETC report to the IASC of 22 August 2005) for a description of the roles of the process owner, service providers and services descriptions.

- Identification of funding required/ indication of the number and size of emergencies to be used as planning figures (3 large emergencies in 2006 with 500,000 beneficiaries each.)
- ETC to be mainstreamed into UNDAC missions. A standby roster of ET assessment experts will be established. At a minimum, WFP, UNICEF and UNHCR must provide 2 standby assessment experts each.

[1] Para 21 of Outcome Statement

3. Since the IASC Principals meeting of 12 September, the ETC members maintained active contact including through formal meetings at global level as well as teleconferences and field levels. The members included UN agencies, the Red Cross movement, NGOs and private sector members. This report also draws from Cluster work experience in relation to the South Asia Earthquake, including meetings held in Geneva, Islamabad, and in the disaster area, and joint coordination, planning and information management work carried out in this acute emergency context.

II Improving Inter-Agency Emergency Telecommunications Response

The participating agencies fully support the cluster approach and believe that it will be a significant contribution to improve humanitarian response by providing essential ET services. The ETC strategy is guided by the principles of preparedness, sustainability, timeliness, predictability, resource mobilization, standardization, coordination and continuous monitoring. The strategy has been used to identify gaps, recommend preparedness measures and prepare the implementation plan. It focuses on preparedness, response, and evaluation. It also addresses critical success factors as outlined below and presented in greater detail in Annex 2:

2.1 Governance

Roles and responsibilities must be defined at all levels: Inter-Agency, Headquarters, Regional Office, Country Office, as well as non-UN partners.

2.2 Staffing

A roster of dedicated and stand-by staff across agencies with required skills covering Inter-Agency, NGOs and the private sector.

2.3 Funding

Pre-allocated funding for rapid response, to train/develop staff resources, develop technology solutions and processes, and appropriate financial mechanisms (charge back, transfers).

2.4 Response time

Response accountability defined according to a phased time line (immediate, 1 week, 3 weeks, etc.)

2.5 Logistics/Supplies

The supply chain processes to expedite rapid delivery of pre-stock equipment, and agreements with government authorities (customs) to allow timely entry and deployment of equipment and services.

2.6 Training

Training on common technologies and procedures is essential to ensure requisite level of skills and competencies to execute the tasks are available. Agencies remain responsible for the training of their own technical staff.

2.7 Communications Plan

The plan must be communicated to all humanitarian partners explaining roles, responsibilities and deliverables.

2.8 Service Objectives

To provide the Inter-Agency and NGO community with a common and adequate ET Communications services to allow the field emergency staff to perform their crucial duties in an efficient and cost-effective manner, and includes a clear service description.

2.9 Preparedness and Planning

Key requirement to successful emergency response to provide effective, efficient, timely and adequate emergency response with major components: people, policy, procedures and technology and addressing human resources, equipment and partnerships.

2.10 Compatibility and Interoperability

Essential to ensure there is interoperability among UN agencies and partners and extension of existing infrastructure.

2.11 Standards

Standard operating procedures, technical standards, definition of ET services, training modules minimum technology base, which allows pre-stocking and uniformity of cross training between agencies and NGOs.

2.12 Standby arrangements

To ensure sufficient staff, stock and funds are on stand-by for emergency deployments, training and contingency planning; Maintain equipment stock and standby personnel

2.13 Post Emergency Phase

Evaluation and lessons learnt to feed back into preparedness.

Addresses requirements to ensure sustainability of services at the completion of the ETC project.

III Capacities and Gaps

The current combined capacity of the ETC members is insufficient to fulfill the defined cluster role and activities. In order to augment such capacity, it is essential that the necessary funding be made available.

While cluster processes are expected to provide both short and long-term benefits, the design and initial phases of implementation generate additional overheads. In the ETC, equipment stocks, preparedness resources, Inter-Agency coordination staff and training would be immediately required.

ETC carried out an inventory of existing capacity and resources as per Annex 3. This capacity should not be considered as being exclusively available for Inter-Agency operations, as it is designated to satisfy individual agencies operational needs. The financial proposal attached has been specifically developed taking advantage of existing capacity, augmenting it where necessary and ensuring availability of core professional Inter-Agency resources.

IV Response in Selected Existing Emergencies

Agencies involved in the ETC have implemented different joint ET response models since the Iraq crisis, and developed a joint approach defined as IAET, approved by the IASC in 2004. See Annex 4 (IAET Mission Statement and Activation Guidelines 17-19 November 2004).

This background work proved to be an essential foundation for the ETC concept. However a clear migration path from IAET to the ETC model needs to be implemented.

IAET model outline

The IAET model was established by the Working Group on Emergency Telecommunications (WGET), and was adopted for the first time in the emergency in Liberia 2004. The model focuses on the appointment of a "Telecommunications Coordinating Agency" (TCA similar to today's Cluster Lead Agency) on a case-by-case basis, considering which agency is best positioned to provide lead services in a specific emergency. Such decision would be made in a forum chaired by OCHA and involving all WGET participants, mostly by considering the availability of resources on the ground. ICT resources were then pooled to optimize joint project delivery.

The Tsunami emergency

The IAET model was generally applied in the Tsunami emergency. At the beginning of the year the main challenge was that all humanitarian agencies were already fully committed to the two operations in Sudan and Chad, and resources and assets were extremely scarce. The appointment of a TCA was initially difficult and OCHA took upon itself the coordination of the operation and the appealing / fund-raising tasks, a concept that was adopted for the ETC distribution of roles.

WFP was later appointed as TCA, and the common service operational functions were distributed between UNICEF (data telecommunications) and WFP (security telecommunications).

The Tsunami emergency was therefore the precursor to today's ETC concept, which defines:

1. OCHA's role as emergency coordinator, with appealing and fund-raising responsibility. Later on, such role was further refined and called "Process Owner";
2. UNICEF's role as "Service Provider" for data communications;
3. WFP's role as "Service Provider" for security telecommunications

The South Asia Earthquake emergency

The concept of the cluster approach was applied during the South Asia emergency. As such, ETC was able to respond to the emergency in a coordinated manner including the participation of NGOs. Given the funding limitations, the initial response to the emergency may not have been possible under the IAET approach.

The following issues were highlighted:

- Lack of clarity regarding fund-raising activities, and the scarcity of funding for the emergency, led to a shortage of financial resources to implement the ET project. This issue was addressed and resolved at the ETC November meeting in Geneva.
- The early introduction of the cluster approach caused confusion at the country level.
- The need for a clear migration plan from the IAET concept to the ETC model has been included as a task in the ETC implementation plan.

V Non-UN Actors Involvement

The WGET/IAET concept already included NGOs, the Red Cross movement and the private sector. The involvement of NGOs has been further enhanced through closer collaboration with NetHope (a consortium of more than 15 large NGOs) and Télécoms Sans Frontières during the South Asia response.

During the ETC meetings, some NGOs (NetHope and Télécoms Sans Frontières) as well as private sector members have expressed their strong desire for closer collaboration with UN agencies, if possible on a more formalized basis.

The capabilities of these organizations, which could be shared with UN Agencies, include:

- Emergency Telecom coordination and ICT support to NGO community
- Technical Assistance with telecommunications equipment and services

- First Responder capability
- Loan of small or specialized equipment
- ET assessment capacity in remote locations
- Provision of support technicians, possibly sharing costs
- Sharing of services provided by private sector donations

UN capacities, in which these organizations would like to participate, where feasible, are:

- Security Telecoms access and assistance with radio programming
- Radio documentation & training
- Access to technical standards
- Internet Hot-spot provision
- Assistance with regulatory, customs, and visa/immigration problems
- Access to Internet by dial-up or wireless.
- Other transport support

It is expected that increased information sharing, especially concerning technical experiences in a rapidly evolving technological environment, will be of significant benefit to both UN & non-UN players.

Member States and Government/Regulatory bodies:

Bringing the Tampere Convention to the attention of Member States is viewed as a valuable action on the part of ETC. This could benefit both UN and non-UN organizations in that the UN and Specialized Agency conventions pre-date modern technology. The promotion and application of the Tampere Convention is done by the WGET secretariat. The same secretariat is responsible for ensuring the maintenance of the Central Register of Emergency Telecommunications resources including international and local capacities (ISPs, operators, etc.).

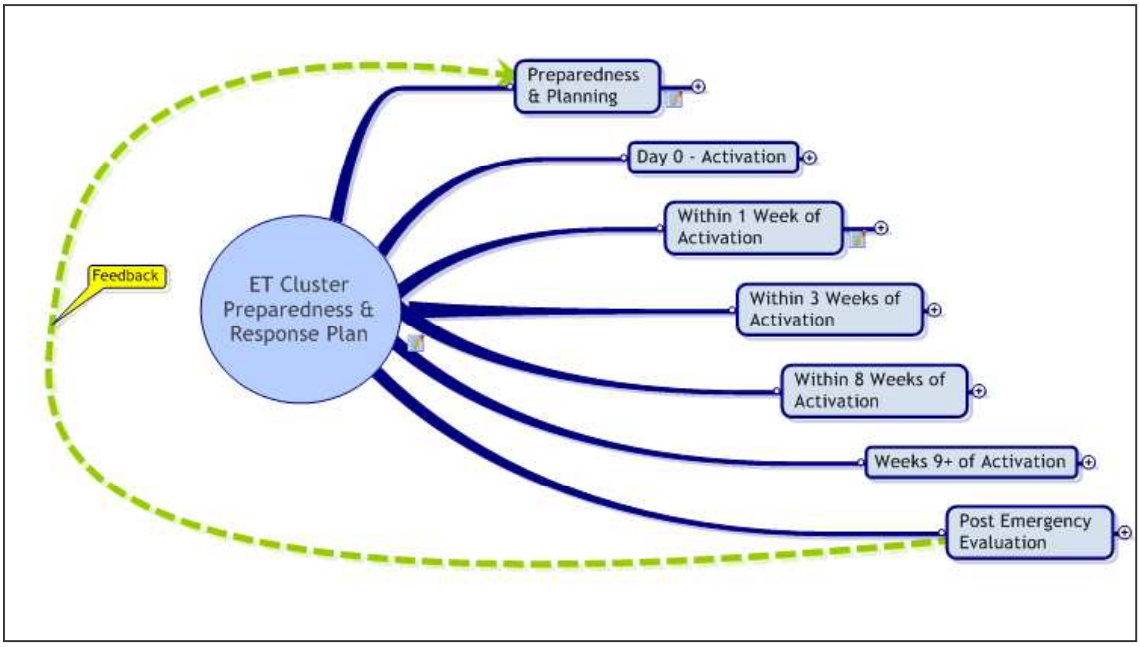
VI Cross-Cutting Issues

ETC will provide services to the other clusters, UN organizations, NGOs and other partners. There will be specific cross-cutting issues relating to the other clusters. The cross-cutting activities will be bi-directional in nature. It is expected that the various clusters will work in a collaborative nature based on clear indications of inter-cluster expectations.

The inter-cluster cross-cutting issues identified to-date by the ETC are outlined below. This list will need to be augmented by any cross-cutting issues outlined by the other Clusters:

1. IASC – Activation and funding mechanisms to be clearly defined for all clusters.
2. Logistics / UNJLC – The Logistics Cluster may be requested to assist in Transport activities of equipment into the operational area. Both WFP and UNICEF have their own internal logistics capacities but may rely on the Logistics Cluster to handle surge requirements.
3. Camp Management – this cluster may be requested to supply the facilities to house the radio room, internet hot spots, electrical supply, sites for VSAT dishes, sites for radio antennae, etc.
4. All Clusters – ETC will supply training to other clusters in the services and processes of ETC. This will also allow any other cluster to advocate for/present the ETC activities in a standard manner.
5. All Clusters – ETC will supply a Communication Plan to all clusters outlining the services supplied, and the requirements each cluster member must meet in order to ensure effective service provision. The communication plan will also outline the types of service provision status reports which the cluster will provide.
6. UNDAC – ETC is planning to add ET members to the UNDAC missions in order to accelerate the assessment of ICT needs in emergency areas. ETC will supply names of individuals available for participation in the missions and the individuals will receive training in the UNDAC response process.
7. UNHAS – ETC may request the UNHAS to assist in the movement of staff and/or equipment within the operational zone.
8. HIC – ETC will utilize the services of the HIC in the propagation of cluster information. The goal of the cluster is to be as transparent as possible through the dissemination of information at each stage of the emergency.

VII Response Planning and Preparedness Measures



7.1 Preparedness

Preparedness is critical to any successful emergency response. Even though it is difficult to plan for or predict the requirements of an emergency, it is nonetheless essential that ETC fine tunes its planning capabilities and enhances its preparedness capacity in order to provide effective, efficient, timely and adequate emergency response.

A major constraint to preparedness planning is funding availability. It is however crucial that ETC seeks to source the required investment in support of preparedness and subsequent response. It is always difficult and not self-evident to acknowledge the value of and/or the return on investment until an emergency strikes.

As per the strategy elements defined in section II of this report, preparedness will focus on the following areas:

Human Resources - Human resources are essential to successful planning and subsequent implementation of any emergency response plan. Competent persons with relevant skill sets and in sufficient numbers must be made available to facilitate the implementation of the plan.

Human resources issues will be addressed as follows:

- Definition of specific intervention time frames and maximum deployment times.

- Definition of technical functional profiles and competencies for each of the activities required within specified timeframes.
- Development of a roster.
- Development of stronger partner relationships.

Training - Training is critical to ensure the requisite level of skills, competencies and provide a mechanism to ensure common understanding of policies, procedures and operating principles

- A training curriculum will be developed to address the various technical and operational areas including training of trainers.
- Training packages will be developed to facilitate emergency simulations as part of an overall preparedness exercise.
- The provision of training to and by standby partners will be factored into the overall training plan. This will bring in additional skills to strengthen cluster capacities.

Equipment - Essential equipment must be made available at the onset of an emergency.

- Purchasing and pre-stocking of standard equipment will be required to respond to two simultaneous emergencies.
- Long-term arrangements will be established/updated with vendors and service providers to maintain sufficient stock levels and rapid delivery terms.

Partnerships - It will be critical to develop strong partnerships among all humanitarian agencies, NGOs and standby partners. This will allow for greater sharing of resources both for preparedness and response.

7.2 Response

In order to provide rapid response during an emergency, the following modular approach will be implemented:

- The response will be divided into pre-defined response timeframes within 1 week, 3 weeks, 8 weeks and beyond 9 weeks.
- Within each phase specific services and resource requirements are defined, ensuring that service requirements are met with the appropriate resources at the right time.

VIII Plan for a Phased Introduction and Recommendations for 2006 Implementation

1. Assumptions: Start date = date on which funding is accessible by the ETC agencies The planning dates will be impacted in case of major emergency within the first six months

8.1 Pre-Start Date

- Define procurement plan for the augmentation of existing equipment levels.
- Proceed with the inclusion of ETC members into the UNDAC roster.
- Define criteria for accepting invitation to participate in an UNDAC mission.
- Update WGET workplan to align with ETC activities.
- Define method of making funding available to individual agencies for immediate use.
- Define the financial tracking and reporting requirements to be used by each agency.
- Define reporting requirements to OCHA to initiate funding increments if initial funding is incremental.
- Reach final agreement on roles and responsibilities of the tripartite group including roles in-country.

8.2 Within Start Date + 2 Weeks

- Perform any potential internal reorganizations which may be required to meet the new ETC requirements.
- Produce a joint project plan for the implementation of preparedness activities
- Initiate procurement actions to augment equipment needs to meet minimum level
- Initiate staffing actions in each agency to fill approved positions
- Identify consultants/standby partners available to fill new roles pending recruitment
- Arrange the UNDAC training.
- Identify ETC tri-partite meetings on a regular basis throughout the year
- Identify list of emergency response procedures that need to be updated. Initiate a project to perform the updates.
- Reach agreement within the overall Cluster working groups on the activation process. This must be propagated to all partners in order for all concerned to be aware as to which emergencies they should expect to receive ETC services. (i.e. the ETC is only funded and staffed to respond to 3 emergencies per year).

8.3 Within Start Date + 1 Month

- Complete equipment procurement actions
- Identify pending standards and update WGET workplan accordingly.
- Create training plan for the year
- Create advocacy plan for the year
- Finalize emergency response arrangements within the agencies and coordinate within the cluster.
- Update the IAET process to align with the ETC approach including updated activation and handover procedures.
- Initiate the service management plan including standard project management and project reporting templates to be used in preparation and during the emergency, operations plan, budget reporting, periodic status reports, service provision reports, etc.
- Initiate Information Management project for collaboration tools (web pages, repositories, links, templates etc.)

8.4 Within Start Date + 3 Months

- Initial preparedness phase for the first ETC response.
- Finalize emergency response procedure definitions.
- Finalize the service management plan.
- Confirm readiness of the organizations and information dissemination.
- Finalize staffing actions in each agency to fill approved positions.
- Regular discussions with other clusters concerning inter-cluster issues to be initiated.

8.5 Within Start Date + 6 Months

- Final preparedness phase for ETC response complete
- Prepare for the Triplex training in May and September
- Update SOP’s based on the emergency response to-date
- Complete and implement information management project for collaboration tools (web pages, repositories, links, templates etc.)
- Finalize staffing actions in each agency to fill approved positions

8.6 Within Start Date + 12 Months

- Refine estimates for funding requirements in following year to be based on revised equipment costs and process updates learned during current year.
- Create workplan for following year aligned with WGET and agency workplans.
- Evaluate/Update ETC progress and status
- Obtain additional funding for running costs / project continuation

IX Resource Requirements

The budget included below reflects both process start-up and implementation costs, included as “Preparedness costs” and “Response costs”.

Preparedness costs include the necessary resources, equipment, staffing and training, required for ensuring that an adequate capacity is built within each of the three agencies to be able to implement their respective cluster roles. It should be noted that currently the capacity does not exist to meet the requirements of even a single emergency – Inter-Agency operations to-date have been implemented on a best-effort basis using agencies already scarce resources.

Funding for equipment is required to augment existing Agency stocks to meet Inter-Agency requirements, and will then be made available in emergencies on a full cost-recovery basis to ensure stock replenishment. Equipment mobilization will require up-front funding.

Staffing costs include the necessary project management and support resources in addition to technical resources that will be deployed in emergencies. Preparedness staff therefore offset some emergency staffing costs. Staff mobilization will require up-front funding for travel expenses.

With the exception of stock enhancement, preparedness costs are to be considered yearly recurring costs.

Response costs are estimated on the basis of recent experience and IASC planning assumptions for common services funding requirements, and include replenishment of preparedness equipment stocks.

ET Cluster Response		
Budget estimate		
Total Staffing costs		$903,100
Total Equipment & Freight costs		$1,692,723
Total Recurring Costs		$285,000
	Sub Total	$2,880,823
13% Program Support Costs		$374,507
Total cost per emergency (USD)		**$3,255,329**

ET Cluster Preparedness	
Budget estimate	
Total Project Coordination	$3,103,930
Total Equipment & Pre-Stock for 2 concurrent emergencies	$2,807,945
Subtotal	$5,911,875
13% Program Support Costs	$768,544
Total Estimated Preparedness cost (USD)	**$6,680,419**

Total Cost for 3 Emergencies		
Budget estimate		
Total Response Cost	3	$9,765,988
Total Cost for 3 Emergencies (USD)		**$9,765,988**

Yearly Recurring Preparedness Cost	
Budget estimate	
Yearly Preparedness Cost	$3,507,441
Yearly Recurring Preparedness Cost	**$3,507,441**

X Recommendations On Outstanding Cluster Specific Issues

1. The budget requirements for ETC are split into Preparedness and Response costs. It is critical that Preparedness recurrent funding is provided for the life of the Cluster concept beyond 2006.

2. The equipment needed for the emergency will be supplied from the emergency response stock. The cost of that equipment must be reimbursed through the Emergency Appeal in order to replenish the equipment response stock in preparation for the next emergency.

3. The funding must be made available at an early stage in order to begin the deployment of staff and equipment. The implementation planning is linked directly to the receipt of Preparedness funds.

4. It is crucial to implement the support mechanisms to enable effective budget and asset tracking, stock level control, charge-back status, etc. As the individual ETC agencies will have significant financial and technical assets under management, the agreed mechanisms must be in place from day one.

Emergency Telecommunications Working Group

Sectoral Lead Working Group Report

On

Emergency Telecommunications

22 August, 2005

Emergency Telecommunications Working Group

Table of Contents

Executive Summary 3
Report Objective 4
Current Situation 4
Roles, Responsibility, and Organization Nomination of the E. T. Sectoral Lead 6
  Roles 6
  Responsibilities 7
  Funding 9
Actionable Recommendations and Implementation Plan 10
  Recommendations 10
  Implementation Plan 11
Report Assumptions 11
Annex 1 – List of Working Group Participants as Announced by the IASC 12
Annex 2 – Mission Statement and Activation Guidelines IASC Concept Paper (Rev 6) 13

Emergency Telecommunications Working Group

Executive Summary

As outlined in the 12 July, 2005 meeting of the IASC Working Group on Humanitarian Reform, it was decided to dedicate a lead agency per sector. The sectoral working groups were assigned the task of defining the role and responsibility of the sectoral lead.

It was the determination of the working group and the Executive Management of the participating organisations that the magnitude of the Inter-Agency Emergency Telecommunications (ET) activities precluded any one organisation accepting the responsibility of the sectoral lead as originally defined.

In order to meet the spirit of enhancing the response capabilities of the sector, the working group has suggested that the original role be split into two types of role (i.e. process owner and service provider). Three organisations have been proposed to assume the responsibilities and the obligations of these roles.

OCHA has been proposed for the role of overall Process Owner, UNICEF has been proposed for the role of Service Provider for common data services, and WFP has been proposed for the role of Service Provider for common security telecommunications service.

The implementation of this redefined model is dependant upon the acceptance of the responsibility by the three proposed agencies as well as the availability of the appropriate level of funding. The funding estimates will be subject to further planning guidance by the IASC concerning emergency levels.

Emergency Telecommunications Working Group

Report Objective

The objective of this report is to outline a proposal for consideration by the Inter-Agency Standing Committee (IASC) for the enhancement of emergency response capabilities within the Emergency Telecommunications (ET) sector.

The following mandate was given by the IASC as the main objectives of the sectoral working groups:

1. Define the role and responsibilities of a sectoral lead agency;
2. Produce actionable recommendations for improving the predictability, speed and effectiveness of international humanitarian response in the sector, taking into account relevant reports and humanitarian reform proposals, including the HRR;
3. Recommend to the IASC Principals for decision which IASC agency/ies should be the sectoral lead agency on a global basis; and
4. Propose an implementation plan for short, medium and long term actionable recommendations and prepare options if there is no consensus.

Current Situation

Inter-Agency Emergency Telecommunications (IAET) is established as an IASC humanitarian common service although not as institutionalised as UNJLC. Inter-Agency common emergency telecommunications services have been provided in many emergencies (e.g. Afghanistan, Iraq, Liberia, Sudan, and Indonesia). Standardization initiatives have also been undertaken by the existing IASC working group on emergency telecommunications (WGET). However, the lack of a permanent structure, a clear mandate, standard operating procedures, and dedicated resources has made Inter-Agency emergency telecommunications services available only on an ad-hoc and often on a best effort basis.

Activation Procedure

The activation of Inter-agency Emergency Telecommunications services has been formalized and approved by the IASC in November 2004 (see Annex 2, IAET Concept Paper (Rev 6) Mission Statement and Activation Guidelines.) The drawbacks with the approved activation procedure are as follows:

- The approved timing of the activation is not adequate for sudden emergencies;
- No individual agency is responsible for triggering the request, which tends to be made after many of the major agencies have mobilized and therefore have already made a significant investment in E.T. infrastructure in the zone of operation;

- No predictable funding is available for preparedness and to start-up the emergency response; and
- No individual agency has adequate stand-by capacity to provide Inter-Agency services in a systematic fashion.

These are all areas of deficiency to be addressed by this working group.

Services Provided

Inter-Agency Emergency Telecommunications services, whenever provided, have been limited to the set-up and monitoring of a security radio network, considered the cornerstone of Moss (Minimum Operational Security Standards) compliance, and occasionally the provision of Internet Café's.

However, within the last few years there has been a significant dependency in the use of information systems within the Emergency Response community for everyday operational activities. To fulfil this new requirement, the Inter-Agency services traditionally provided should now include Inter-Agency data connectivity in addition to radio. It will however still be the responsibility of each agency to make available and secure its own information systems via the Internet.

Emergency Telecommunications Working Group

Roles, Responsibility, and Organization Nomination of the E. T. Sectoral Lead

As outlined in the 12 July, 2005 meeting of the IASC Working Group on Humanitarian Reform, it was decided to dedicate a lead agency per sector. The sectoral working groups were assigned the task of defining the role and responsibility of the sectoral lead. Guidelines were supplied which included the following items: 1) systematically develop capacity within a sector; 2) provide a basis for more effective technical coordination, including setting up technical secretariats for each sector; 3) identify the resources required; and 4) clearly define preparedness for specific crises.

It was the determination of the working group and the Executive Management of the participating Organizations that the magnitude of the Inter-agency ET activities precludes any one Organization accepting the responsibility of the sectoral lead.

Therefore, the working group studied the existing Inter-Agency ET response capabilities and considered areas for improvement and for increased organizational accountability.

Roles

The working group has split the role of the sectoral lead into two distinct sections.

1) A *Process Owner* role has been created to perform the overall preparedness, coordination, and activation of the response. The Process Owner will manage the initial Emergency Response pending the assignment of the Telecommunications Coordinating Agency (TCA). See Annex 2
   OCHA is proposed for this role

2) Two *Service Provider* roles have been created to supply common ET services in the initial stage of the emergency where existing organizational capacity on the ground is insufficient and whenever requested by the Process Owner.
   UNICEF is proposed for the role of Service Provider for Common Data services.

   WFP is proposed for the role of Service Provider for Common Security Telecommunication services.

Emergency Telecommunications Working Group

Responsibilities

Process Owner

The Process Owner will be responsible for the following functions:

- Coordination with Service Providers, other sectoral leads, other agencies, and UNDAC;
- Ensuring ET standards are established and applied;
- Consolidating lessons learned and refining process definitions;
- Managing assessment missions and requesting the intervention of the Service Providers whenever appropriate;
- Managing the establishment of initial ET services until a TCA is appointed. The Process Owner will rely on the operational capacity of the Service Providers, and/or other partners, for the actual implementation and provision of the initial services as regulated by pre-defined technical agreements;
- Establishing collaboration tools, web pages, repositories, links, and templates;
- Fund raising – ensure the availability of funding for standby equipment, staff, preparation of appeals, discussion with donors;
- Advocacy for the ET sector;
- Preparedness – ensuring that sufficient staff, stock and funds are on stand-by for emergency deployments, training and contingency planning; and
- Inter-sectoral linkages and alignment of sustainable common response and deployment strategies with the other humanitarian common services.

Service Providers

Within their respective service, the Service Providers will be responsible for the following functions:

- Support the Process owner, through the WGET, in the development of standard operating procedures, technical standards, the definition of E.T. services and training modules;
- Maintain equipment stock and standby personnel to ensure a predefined level of Inter-Agency readiness for emergencies, as requested by the Process Owner;
- Respond to requests for emergency deployment by the Process Owner within the predefined response time;
- Provide a minimum of 2 senior ICT staff to the UNDAC roster; and
- Be ready to assume the role of TCA when appropriate.

Emergency Telecommunications Working Group

Emergency Response Activities

In the event of an emergency and when requested by the Process Owner, the Service Providers will provide the following services:

Within 1 week from activation. Support the initial team(s) in key operational areas with:

- The establishment of basic security telecommunications services;
- Support network planning, establishment of procedures and request for licenses;
- The establishment of data services in a common location – generic email addresses and local printing; and
- Electrical Power for these limited services.

Within 3 weeks from activation

- Equip a minimum of 1 common communications centre per operational areas with:
  - Expanded coverage of security telecommunications including radio checks, vehicle tracking, training and reliable backup power;
  - Expanded data services to include printing capabilities and fax.
- Support the Process Owner with the detailed assessment and finalization of ET response requirements.

Within 4 weeks from Activation

- A Telecommunications Coordinating Agency (TCA) is assumed to be operational (see annex 2 Mission Statement and Activation Guidelines IAET Concept Paper). In addition to the duties identified in the attached paper, the TCA will assume the emergency specific management role from the Process Owner.

Within 8 weeks from Activation

- Common security communications MOSS Compliant (i.e. full security telecommunication services including importation, licensing, programming of equipment, training, and 24x7 security telecommunications coverage if necessitated by security phase); and
- Inter-Agency data connectivity.

Users of common ET services

The Process and Service Providers will expect each individual Agency, NGO, etc. to be responsible for the following:

- Their own ICT services and related support (e.g. corporate information systems);
- Infrastructure and support staff to connect to and use the common data and security radio networks (data standards to be developed and published);
- Agency-specific MOSS compliance;
- Adherence to the E.T. inter-agency standards and procedures (yet to be developed); and
- Cost sharing on a service oriented basis for those agreed services not included in the common appeal.

IASC Working Group on Emergency Telecommunications (WGET)

The WGET will continue to exist and support the Process Owner and Service Providers in line with its current Terms of Reference.

Funding

In order for Inter-Agency emergency telecoms services to be effectively and timely delivered and further preparations to commence, an appropriate funding mechanism and stand-by funding level must be established. In particular, initial seed funding is required by the Process Owner and the two Service Providers (and any other agency wishing to actively participate) to:

- Build an Inter-Agency emergency stock;
- Establish the necessary functions within their own organizations dedicated to Inter-Agency ET services/activities;
- Design and deliver training programmes to stand-by personnel;
- Establish a dedicated Inter-Agency emergency fund -- **accessible on a 24-hour notice** -- to:
  - Field the initial assessment(s)/UNDAC mission(s)
  - Ship and install the equipment in stock, necessary to cover the initial period of 3 weeks
  - Replenish the emergency stock to its original level.

Note: The funding level will be determined once the IASC supplies the estimate on the number, size and typology of emergencies for which to plan.

Emergency Telecommunications Working Group

Actionable Recommendations and Implementation Plan

Recommendations

1. Approval of the re-defined sectoral lead roles and proposed Organisations
The IASC is requested to approve the re-defined sectoral lead roles as identified in this document. Once approved, the Process Owner, Data Service Provider, and Security Telecommunications Service Provider roles to be accepted by OCHA, UNICEF, and WFP respectively. The acceptance of these organizational roles is critical to proceeding with the next steps of the process.

2. Identification of funding required
As agreed in the teleconference of September 11th, the working groups would be supplied with an indication of the number and size of emergencies to be used as planning figures. Once these planning figures are received, the Process Owner will commence a cost study to determine the funding required to implement the proposal.

3. E.T. sector to be mainstreamed into UNDAC missions
In order to ensure that the sector is able to mobilize as early as possible, the inclusion of the E.T. sector in the UNDAC mission is vital. The assessment standards will be defined by the WGET to be used by the assessment team. The staff member will assist in the preparation of the project budget and appeal. A standby roster of E.T. assessment experts will be established. At a minimum, WFP, UNICEF and UNHCR must provide 2 standby assessment experts each.

The participant to the UNDAC mission would perform the assessment prior to any of the agencies establishing a presence on site.

4. Creation of Process Owner Workplan
Create a workplan for this new group integrating with the existing WGET workplan. This will include training, preparedness, stock level review, standardization review, detailed standing operating procedures, and advocacy.

5. Continuation of Working Group coordination
The Process Owner will need to coordinate the sector activities with those of the other sectoral working groups. This cannot be done prior to the report to the IASC but must be done shortly thereafter.

Implementation Plan

July 27	IASC Notification of the HRR-ET Working Group Members
August 1	HRR-ET Working Group Teleconference 1
August 4	HRR-ET Working Group Teleconference 2
August 10 - 11	HRR-ET Working Group Meeting in Geneva
August 22	Proposal Deliver to IASC for Consideration
September 6 - 7	Presentation to the IASC-WG Retreat
September 12	Approval by the IASC Principles meeting

If the IASC approves the proposal, the following actions will take place in the short term (September – December 05):

- Process owner inter-sector coordination to begin;
- Identification of the E.T. WG assessment roster members;
- Identification of E.T. WG funding and resource requirements.

Within three months following the availability of funding, E.T. WG services will be made available for deployment.

As a way to ensure continued service enhancement the following actions will take place in 2006:

1. Review and modify the existing Inter-Agency Emergency Telecommunications (IAET) process to reflect the new E.T. WG activities
2. Perform an assessment and prepare an improvement plan based on the first year of experience.

Report Assumptions

1) IASC will provide an indication as to the number of Emergencies the working groups should plan for. An important element will be the estimate as to whether the emergencies will be handled in parallel.

This indication will be supplied to the working groups post-22nd August report. The working groups will use these estimates as the basis for funding for staff, equipment, standby capacity.

2) Pending the decision for the implementation of the new sectoral roles and allocation of funding, the organizations will continue with the existing procedure. This includes the activation of the Telecommunications Coordinating Agency (TCA), and Telecommunications Coordinating Officer (TCO). Annex 2 contains a copy of the IAET Mission Statement and Activation Guidelines.

Emergency Telecommunications Working Group

Annex 1 – List of Working Group Participants as Announced by the IASC

DPKO	Rolf Sjoberg	E-mail: sjoberg@un.org
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WFP (Chair)	Robert Bayne	E-mail: robert.bayne@wfp.org
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The following staff members were included in the correspondence and had the opportunity to be resource members to the working group.

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Annex 2 – Mission Statement and Activation Guidelines IASC Concept Paper (Rev 6)

Report supplied as separate document for reference.

INTER-AGENCY STANDING COMMITTEE
63RD WORKING GROUP MEETING

Cluster Working Group on Emergency Telecommunications Annex 2 Strategy Elements (Critical Success Factors)

21-22 November 2005
Hosted by ICVA, International Council of Voluntary Agencies
ECOGIA, Versoix (Geneva)

Circulated 19 November 2005

Governance

One of the most critical components is to have effective and involved stakeholders to manage and support the Cluster in undertaking its mandate. Governance frameworks need to be defined at all levels: Interagency, Head Quarters, Regional Office and Country Office. Direct intervention will not be carried out without a pre-defined 'trigger' mechanism involving key stakeholders. Clear accountabilities must be established for ETC, and accountabilities negotiated with partners. This is to ensure most effective coordination and information across all levels, and will include:

- top level framework
- rules of engagement
- guidance principles

Staffing

Availability of a pool of experienced and skilled emergency telecommunications staff - especially for rapid response - has long been a major obstacle to ensuring effective interventions. ETC must identify a larger pool of both dedicated and stand-by staff across the agencies and NGOs involved. Agencies will need to share staff globally, and agree on a set of criteria to qualify their staff for deployment. Staff cannot be trained in an emergency, but need to enter with a minimum set of experiences. A capacity building and training curriculum need to be developed, to carry out effective training. Sufficient training funds will therefore be of outmost importance. In addition to the agencies and NGOs involved the pool of staff will involve the private sector and the establishment of a rooster.

Funding

ETC must have adequate pre-allocated funds to carry out a rapid response, as well as to train/develop staff resources, develop the technology solutions and processes. A pre-allocated minimum budget is needed to ensure immediate intervention and continued operations. Funds are needed for rapid assessment, rapid procurement and transport, and staffing.

The Flash Appeal mechanism will be used to replenish such funds. Several mechanisms will be developed and implemented for chargeback to agencies, and effective transfer processes. To achieve this it will be advisable to set up the Cluster as its own section.

Response time

ETC must be able to deploy staff and equipment in a timely fashion, in order not to lose critical momentum and opportunity. The response accountabilities must be defined according to a phased time line: immediate response, 1 week, 3 weeks, etc. To be successful, the business stakeholders need to be familiar with the agreed time based deliverables, and not expect full services immediately. Likewise, the response time of ETC will be depending on the response time of the Inter-Agency lead agency, the trigger entities, and other partners.

Infrastructure and Equipment

The immediate availability of pre-stock equipment is critical in any emergency. To improve support quality and reduce support costs all equipment needs to be standardized, well tested and evaluated. Standby agreements will also exist between vendors, agencies and NGOs to ensure availability of critical equipment including support/maintenance.

The ability to respond is impacted materially by the timely availability of equipment and the subsequent dispatch to the emergency location to facilitate the setting up of the required infrastructure. The two solutions envisaged for the rapid response are pre stocking of equipment "In- House" at an easily accessible location and supplier held stock that can be procured and delivered rapidly. This will include:

- Pre-Stock In-house
- Pre-Built
- For the equipment held In-house, where possible we would pre-build those elements that can be stored in an assembled, easily transportable manner.
- Supplier-held stock - Arrangements need to be made with suppliers of the key components of the equipment to hold stocks that can be delivered on very short notice. Current Long Term Arrangements (LTA's), for procurement of equipment can be updated to include specific requirements for "stocks held for call".

Logistics/Supplies

The supply chain processes, including transportation arrangements, must be in place to expedite rapid delivery of pre-stock equipment, and the UN Country Teams need to negotiate agreements with government authorities (Customs) to allow timely entry and deployment of equipment and services.

Regulatory

ETC must have access to global information regarding regulatory requirements at critical sites, and develop a strategy to ensure Countries that have signed the Tampere Convention honor the commitments. To avoid delays a waiver of licensing - based on the methodology of the Tampere Convention - should be included in future basic agreement of each country.

Training

It is critical to provide training to ensure the availability of staff with the requisite level of skills and competencies to execute the tasks. Training will also provide a mechanism to ensure common understanding of policies, procedures and operating principles of the technology solutions applied to deliver the requisite services.

A training curriculum will be developed to map onto the various technical and operational as well as service delivery areas required to ensure that ETC resource persons are adequately equipped to perform their tasks at the desired level. A curriculum for field technical training will be developed with a correspondent modus operandus, as well as a curriculum for the training of trainers.

Training will include:

i) Emergency simulations training packages

ii) Training agreements to define roles, responsibilities and scope of the different training plans at different levels

iii) Standby partner training will be factored into the overall training plan. This will bring in added skills levels for the strengthening of the ETC capacities.

Communications Plan

ETC needs to inform and communicate the scope and terms of reference roles, responsibilities and deliverables effectively across all agencies, humanitarian partners and stakeholders. To ensure targets are met it is necessary to set realistic expectations. Success stories and best practices also need visibility to ensure funding and support for continued Cluster operations in the future.

Service Objectives

To provide the Inter-Agency and NGO community with appropriate common ET Communications services to allow the field emergency staff to perform their crucial duties in an efficient and cost-effective manner. This must include a clear service description.

Preparedness and Planning

Key requirement to successful emergency response to provide effective, efficient, timely and adequate emergency response with major components people, policy, procedures and technology and addressing human resources, equipment and partnerships.

Compatibility and Interoperability

Essential to ensure there is interoperability among UN agencies and partners and extension of existing infrastructure.

Standards

Standard operating procedures, technical standards, definition of ET services, training modules minimum technology base, which allows pre-stocking and uniformity of cross-training between agencies and NGOs.

Standby arrangements

To ensure sufficient staff, stock and funds are on stand-by for emergency deployments, training and contingency planning; Maintain equipment stock and standby personnel

Post Emergency Phase

Addresses requirements to ensure sustainability of services at the completion of the ETC project.

INTER-AGENCY STANDING COMMITTEE
63RD WORKING GROUP MEETING

Cluster Working Group on Emergency Telecommunications Annex 3 Capacity Mapping

21-22 November 2005
Hosted by ICVA, International Council of Voluntary Agencies
ECOGIA, Versoix (Geneva)

Circulated 19 November 2005

The following table summarizes emergency telecommunications capacities for inter-agency response during emergencies.

Service (AGENCY NAME)	**Process Owner (OCHA)**			
Personnel				
Cluster focal points/support	OCHA: ET cluster chair, ET cluster coordination role at field level (planned)			
	Profile	Other (please specify):	Lead time to deploy	Maximum duration
ET Process Owner	n/a			

Service (AGENCY NAME)	**Data communications service provider (UNICEF, with services from OCHA/TSF/UNICEF/WHO)**											
Personnel												
Cluster focal points/support	UNICEF: Data-Communications lead agency											
	Profile			Other (please specify):			Lead time to deploy			Maximum duration		
IAET Assessments	2 (UNICEF)						1 week			4 weeks		
IAET Deployments	2 (UNICEF) 1 (WHO)						1 week			4 weeks		
In country support	Local ICT in 150 countries (UNICEF)						In country			In country		
Standby arrangements				Ericsson Response, NRC, SRSA, DRC, Red-R			1-2 week			Approx. 4 – 6 weeks (ER,NRC up to 6 months)		
Equipment[1]												
Item	HF Base	VHF Handhelds	Masts/etc	Generators	VSATs	Wireless network	R-BGAN	M4	Laptops			
Quantity				3 (TSF)	2 (OCHA) 6 (UNICEF) 2 (WHO)		10 (OCHA) 10 (TSF)	10 (TSF) 5 (UNICEF)	20 (TSF)			
Replacement value USD				24,000	770,000		10,000	90,000	40,000			
Availability (ready/planned)				Ready	Ready		Ready	Ready	Ready			
Long term agreements					✓ (UNICEF, OCHA, WHO)	✓ (UNICEF)	✓ (UNICEF)	✓ (UNICEF)	✓ (UNICEF)			
Logistics												
Warehouse locations	Geneva, New York, Copenhagen											
Training												
Training courses/materials	WGET standard training modules, Telenor VSAT certification											

NOTES: 1) Additional equipment is available, such as Personal ICT Kits, which are destined for OCHA specific requirements

Service (AGENCY NAME)	**Security Telecommunications (WFP)**											
Personnel												
Cluster focal points within agency	2											
	TCO Profile:		Other (please specify):		Lead time to deploy		Maximum duration					
IAET Assessments	3		10		5 days		3 months					
IAET Deployments			25		2 days		3 months					
Standby arrangements	n/a		Stand-by arrangements depend on availability and cannot be estimated nor relied upon as critical deployment resoruces									
Equipment												
Item	HF equipment	VHF equipment	Masts/etc	Generators	VSATs	SatPhones						
Quantity	WFP's stock in Dubai includes equipment for the establishment of common MOSS communication facilities for up to 12 basic sites											
Replacement value	The total stock value is US$ 2.2 million, and includes both MOSS telecommunication and other types of equipment. An estimate of the replacement value per operation is provided within the funding request / gap analysis.											
Availability (ready/planned)	Stock can be made available at very short notice on a full cost-recovery basis (funding up-front). To ensure equipment availability it is recommended that an agreement is made with WFP for the establishment of "virtual stocks" with the ICT / WFP emergency response stock. The funding requirement for augmentation of the stock capacity is highlighted in the funding request / gap analysis.											
Long term agreements	✓	✓	✓	✓	✓	✓						
Logistics[4]												
Warehouse locations	Dubai											
Transportation	Arranged by the WFP Dubai office											
Training[5]												
Training courses/materials	Training modules and standard operating procedures are available for the majority of MOSS telecommunications areas, including equipment installation and operations and user training material. Inter-Agency Standard Operating Procedures for radio room operations and electrical power installations are to be defined.											
Training Resources	Radio trainers have already been deployed in the majority of the recent emergencies, and are to be sourced on a case-by-case basis.											

NOTES: 1). Standardization is yet to be completed and implemented in a number of Inter-Agency ICT areas. It is recommended that this exercise includes the definition of inter-agency standards in the areas of radio room operations and electrical power installations, under the Process Owner leadership and through the WGET. Funding will be required for the standards definition, implementation and training.

INTER-AGENCY STANDING COMMITTEE
63RD WORKING GROUP MEETING

Cluster Working Group on Emergency Telecommunications
Annex 4
IAET Concept Paper (Rev. 6)
Mission Statement and Activation Guidelies

21-22 November 2005
Hosted by ICVA, International Council of Voluntary Agencies
ECOGIA, Versoix (Geneva)

Circulated 19 November 2005

WGET 18-19-Nov-04

Doc. 17-4 (16-Nov-04)

Plenary Meeting – 18-19 November 2004

Statement of Intent

Inter-Agency Emergency Telecommunications (IAET) is a service that supports the co-ordination of humanitarian assistance for the initial period of a declared emergency through the provision of common basic IT and telecommunications infrastructure and services.

IAET aims at enhancing personnel security and information exchange.

I IAET Activation Guidelines

The objective of these guidelines is to ensure that the appropriate Telecommunications Coordinating Agency (TCA) in a specific operation is appointed in a coordinated manner (see diagram in Annex 1) to ensure the best combination of inter-agency resources are used in an optimal manner. This is done between the Inter-Agency (UN) Country Team and the IASC Working Group on Emergency Telecommunications (WGET). Concerned agencies are expected to participate in the activation process in response to the circulated information: non-attendance will imply agreement with the decisions taken, by default.

At the onset of an emergency with multi-sectoral involvement the WGET secretariat, upon its own initiative or at the request of a member agency, will convene an interagency consultation to take place within 3 days of the request (e.g. teleconference in the case of sudden onset emergencies and as part of the contingency planning/ preparedness process lead-time permitting for others).

The participating members are expected to provide the following information prior to the first consultation:

- Presence of agencies in the country, focal points and contact lists
- Presence of ICT equipment, standards, procedures and personnel in the country
- Availability of stand-by equipment and staff
- Availability of commercial resources
- Radio licensing, regulations, restrictions
- Existing assessments and operational plans
- Current security status

This consultation will analyse whether the conditions exist to warrant the establishment of IAET services. Activation would be a consensus decision among this group in consultation with the Humanitarian Coordinator (HC), or in his/her absence the United Nations Resident Coordinator (RC). This consultative group shall take a decision within 7 days, which should include the identification of an agency to perform an initial assessment with its own funding or through funds available at the country level. The assessment must be conducted in liaison with the Country UN Telecommunications working group. The assessment proposal should include:

- The name(s) and CV(s) of the proposed Telecommunications Officer(s) to conduct the assessment;
- A Project plan including the expected outcome, coverage and timing of the assessment.

The selected ‘agency’ performs the Inter-Agency telecommunications assessment (on the ground), and prepares a sketch of the project, including cost and services to be provided – based on the guidelines of the minimum services (see Annex 2 attached) to be provided by the TCA. The assessment report should be provided to the HC and to the WGET including a copy of this IAET mission statement and guidelines. A decision to appoint a TCA should await the recommendation of the WGET, as described in points 7 and 8 below. The assessment report will be based on the template attached in Annex 4 and should include, but not limited to:

- The status of the telecommunication elements of the Minimum Operational Security Standards (MOSS),
- Inventory of agencies' existing infrastructure and staffing
- Availability of commercial resources
- Radio licensing, regulations, restrictions
- Detailed list of procedural and technical recommendations
- Estimated IAET services cost

Agencies in a position to provide the TCA/TCO services are invited to submit their proposals to the WGET within 72 hours from presentation of the assessment report including:

- A complete project implementation plan (see Annex 5), including staff and budgetary requirements, transition strategy and requirements for project sustainability;
  The name(s) and CV(s) of the proposed TCO (Telecommunications Coordinating Officer). See TCO terms of reference in Annex 3;

A WGET meeting will take place and recommend a TCA[1] to the HC within 48 hours.

The HC presents the WGET-endorsed proposal to the I.A. Country Team, receives their comments and appoints the TCA. At the same time, the HC will also identify the necessary funding, and/or requests the TCA to identify them.

The TCA in its lead role, and upon identification of funding, will take the necessary actions for deploying the IAET services in co-ordination with concerned agencies, which will include:

- Advising all relevant authorities of the imminent activation of the IAET;
- Providing full administrative and operational support to the IAET;
- Recruiting the TCO following WGET criteria (see TCO terms of reference in Annex 3);
- Advising participating agencies of the resources and services available within the TCA and resources expected from participating agencies,
- Identifying and recruiting suitable ICT staff;
- Estimating the total cost of the proposed IAET operation and providing the necessary input to the flash appeal process as required;

[1] In some situations, it may not be necessary to appoint a TCA. A standalone TCO may be enough to provide the IAET services.

- Initiating the mobilisation of adequate resources for the IAET deployment; and
- Determining exit strategy and
- Ensure after the exit communications are sustainable (Hand over strategy);

General Remarks:

- In the case of complex emergencies involving a peacekeeping or multinational force, the TCA will ensure that the activation will be co-ordinated with the relevant authorities. In this case, the Special Representative of the Secretary General (SRSG) and/or the UN Resident/ Humanitarian Coordinator should be consulted (input by DPKO sought).
- In Sudden Onset Disasters, the consultation process will take place in close co-ordination with the relevant UN designated official, OCHA and the Local Emergency Management Authority (LEMA).
- The IAET may be represented on UNDAC missions to assess inter-agency ICT co-ordination structures and requirements.

II IAET Transition Guidelines

1. IAET Transition process will be implemented as outlined in the initial project proposal.

2. The TCO will verify that the TCA has full documentation of the whole project inventory.

3. In the event of change of TCA, the TCO, HC and WGET will consult for selection and appointment of new TCA.

4. One month before a change of TCA, the TCO will make a proposal as to which agency, based on local support, is best suited to take over as TCA.

5. An overall assessment of the status of the current and required work to be completed by the TCO should be submitted to the HC and the Country Team at least one month before the end of the TCA assignment to determine if an extension of the project is required.

6. In case of a change of TCA, equipment installed during the project should be handed over to the newly appointed agency 14 days before the end of the project. The handover reports should include Brand, type, serial number, guarantees and installed/stocked location. The reports should highlight any outstanding financial/technical issues.

7. Based on the decision of the HC to terminate the project, the TCO will liaise with the HC to identify the entity to provide care and maintenance support for the installed network equipment.

8. Formal Project Closure will be the signing off of the Project Closure form by the HC, TCA and TCO.

III Management and Oversight of an IAET:

1. The WGET member agencies act as an oversight body for the IAET services.

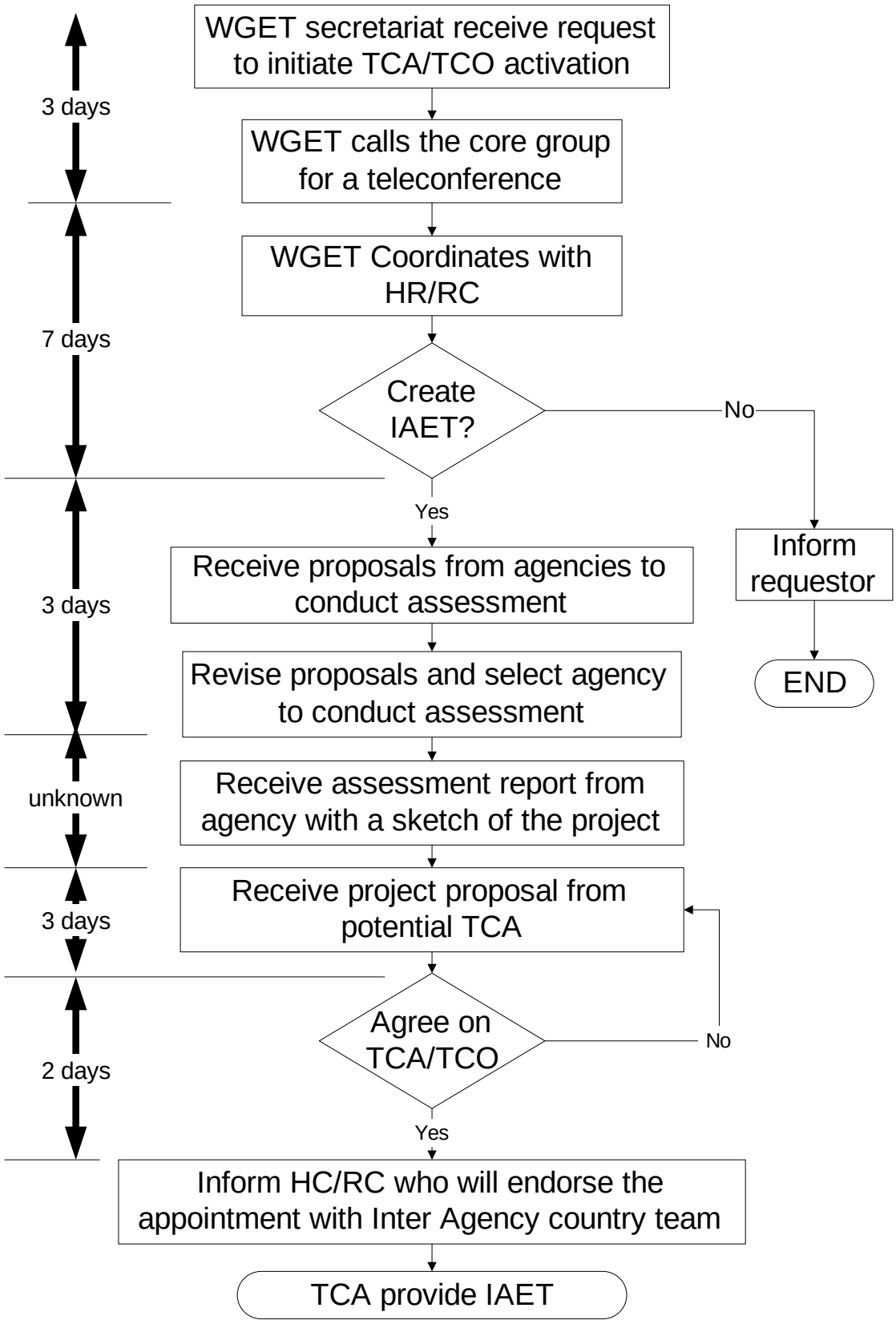
2. As a rule, the country UN telecommunications working group (established as early as possible by the TCO) acts as the local steering committee. Membership of the group should ideally number no more than 10 members, drawn from different stakeholders within the humanitarian community, including:

   - UN Agencies;
   - NGOs (preferably through a local coordinating body);
   - Donors
   - Where appropriate, the national government.

3. The steering committee has five main functions:

   - Provide immediate feedback to the IAET on current and planned activities, ensuring that priorities match those of the humanitarian community;
   - Act as advocates within the UN community on issues related to emergency telecommunications infrastructure and the common security network;
   - Act as advocates in the wider community on issues related to emergency telecommunications, including frequency management/allocation and interoperability;
   - Provide strategic direction to the project;
   - Conduct IAET performance monitoring, evaluation and deployment reviews.
   -

Annex 1
TCA Appointment Approval Process Diagram



Annex 2

TCA Deliverables

The Inter-Agency ICT services include:

Minimum security communications infrastructure

The procurement, installation, maintenance and running for the common security communications infrastructure, ensuring MOSS compliance of the common the UN system. The network operates within a defined operational area and will only cover the common UN security system. Individual agencies will be responsible for their own MISTS compliance (funding, equipment, installation and support staffing), and the equipment necessary to access to the common security system.

Minimum common IT infrastructure

The TCA will deliver the equipment, provide the staffing for the installation, maintenance and running of a common UN facility equipped with basic computing facilities and Internet connectivity, on the basis of a limited and best effort service. This function will be made available for each of the locations where the Country or Area TCOs are based, complementing existing Inter-Agency ICT infrastructure.

Telecoms Coordinating Officer's (TCO) function

The appointed TCA will be responsible to provide one dedicated and full time TCO, which will be established:

Annex 3

Generic Terms of Reference for Telecommunications Coordinating Officer (TCO)

Document 11 / rev.1, 21 February 2003

Working Group on Emergency Telecommunications / Inter-Agency Standing Committee, Reference Group ICT

[1]4th Plenary Meeting, Geneva,
–0 - 21 February 2003

WGET / IASC-RGICT

GENERIC TERMS OF REFERENCE FOR TELECOMMUNICATIONS COORDINATION OFFICER (TCO)

Under the supervision of the Humanitarian Coordinator (HC), [or in his/her absence the United Nations Resident UN Coordinator (RC)], or of the official to whom the latter may delegate this authority, the Telecommunication Coordination Officer (TCO) will

- coordinate the installation, maintenance, support and staffing of the common security networks, such as common UN radio rooms, VHF/UHF repeaters and HF systems, using, to the extent possible, already existing infrastructure;
- liaise, on behalf of the SMT, with the local/national regulatory authorities for radio licensing for all UN telecommunications networks, in full cooperation with all concerned agencies;
- liaise with the country or area SMT on security telecommunications issues and work to establish a UN telecommunications working group;
- support, in close cooperation with the Designated Official (DO) under the country security plan, each agency's full compliance with the telecommunication elements of the Minimum Operational Security Standards (MOSS), using equipment to be provided by each individual agency, commensurate to the security phase in force or anticipated;
- ensure all agencies' telecommunications systems are compliant to the relevant frequency and call sign allocations and ensure network discipline;
- coordinate all changes to the UN frequency and call sign allocations across the operational area;
- ensure the individual agencies' telecommunications directories (listing telephone, call sign and frequency lists) are maintained and effectively distributed to all agencies in the operational area;
- coordinate all actions with the coordinating body and the ICT officers from each agency present in their area of responsibility;
- ensure, that the Standard Operating Procedures (SOP) for common telecommunications network management are properly implemented;
- maintain an inventory of all equipment provided as part of the Inter-Agency response within his/her area of responsibility including the hand-over of all planning documents, equipment inventory, the management of the support staff, ICT-related budget and finance documents and the telecommunications directories;
- assume other telecommunications-related duties as directed by the supervisor.

Annex 4

Inter-Agency Telecommunications Assessment Template

1. Executive Summary

Providing the background and context and highlighting the main challenges and recommendations.

2. Country working environment

Including the description of the UN operations in the country/area.

3. Existing Status

Description of the current status in regards to MOSS compliance of UN agencies, and highlights challenges in creating an Inter-Agency MOSS compliant, minimum security Telecommunications system.

Description of the status of the status of telecommunications links with humanitarian and other partners. Technical and regulatory situation.

4. Detailed Recommendations

Outlining the steps required to implement a fully MOSS Compliant minimum security Inter-Agency (Common) Telecommunications System for UN operations.

5. Budget – Cost estimates for Implementation

6. Appendixes

Inter-Agency Telecommunications Working Group Contact List

Existing HF/VHF/UHF Frequency Listing

Master UN & NGO HF/VHF Selcall and callsign allocation template

Annex 5

Project Implementation Plan Template

1. Executive Summary

Project proposal based on the recommendations of the Inter-Agency Emergency Telecommunications assessment mission.

2. Detailed project plan

3. Project Management

4. Exit strategy

5. Equipment procurements and Logistics

7. Project Budget

Including a detailed breakdown.

INTER-AGENCY STANDING COMMITTEE
63RD WORKING GROUP MEETING

Cluster Working Group on Emergency Telecommunications Annex 5 List of Cluster Particpants

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