TEC
YEAR-IN-REVIEW:
A MEANINGFUL
2019
—

WFP World Food Programme

A FEW WORDS FROM ENRICA PORCARI,
CIO & DIRECTOR
TECHNOLOGY DIVISION, WFP
—

When collating the information in this report, we couldn't have imagined the challenges already emerging in 2020. But we could – and we can – be sure that everything the Technology Division did last year has put WFP in an even better position to support beneficiaries, governments, partners and the humanitarian community in the year ahead.

2019 was already a rollercoaster that tested our resilience and made us proud to be part of the TEC family. It was a year in which we mourned colleagues lost in the Ethiopia crash and pushed ourselves to the limit in tackling natural disasters and emergencies across the globe. But it was also a year of learning, progress and success for TEC and for WFP, with efforts to increase diversity and teamwork bearing fruit. Our focus was on deepening relationships with WFP business areas, developing field solutions with more speed and less cost, and delivering improved services to help bring Zero Hunger a little closer. We succeeded, we came out stronger and we are determined to go further.

While COVID-19 is already increasing demand on WFP operations, so too will many other developments as yet unknown. So, making life safer, simpler and streamlined remains the name of the game. We will keep a sharp eye on growing cybersecurity threats and ensure business continuity, no matter where we work from. We will adopt more digital tools and automation to improve productivity

Enrica Porcari receiving her 10-year WFP pin from the Executive Director, David Beasley at the last Global Management Meeting in London. *Photo: WFP/Rein Skullerud*

and do the heavy lifting on repetitive tasks. And we will ensure that all the effort invested in providing a secure one-stop-shop for WFP data, translates into better planning and assistance for everyone who counts on us.

Being a tech-driven organization makes WFP incredibly sensitive to the opportunities, threats and responsibilities that brings. We are all too aware that striking the balance between connectivity, usability and security isn't easy, but also that it's essential to improving the impact of our work. Getting it wrong puts lives at risk; getting it right makes them better. It's that simple.

I would like to end with a heartfelt thanks to all the donors, partners and colleagues across the humanitarian community who share that focus. The achievements outlined in this report could not have been delivered without you. As 2020 continues to break new ground, your expertise and support will remain invaluable in helping us identify and deploy the technologies that allow WFP staff to keep saving lives and changing lives around the world.

Thank you,

Enrica

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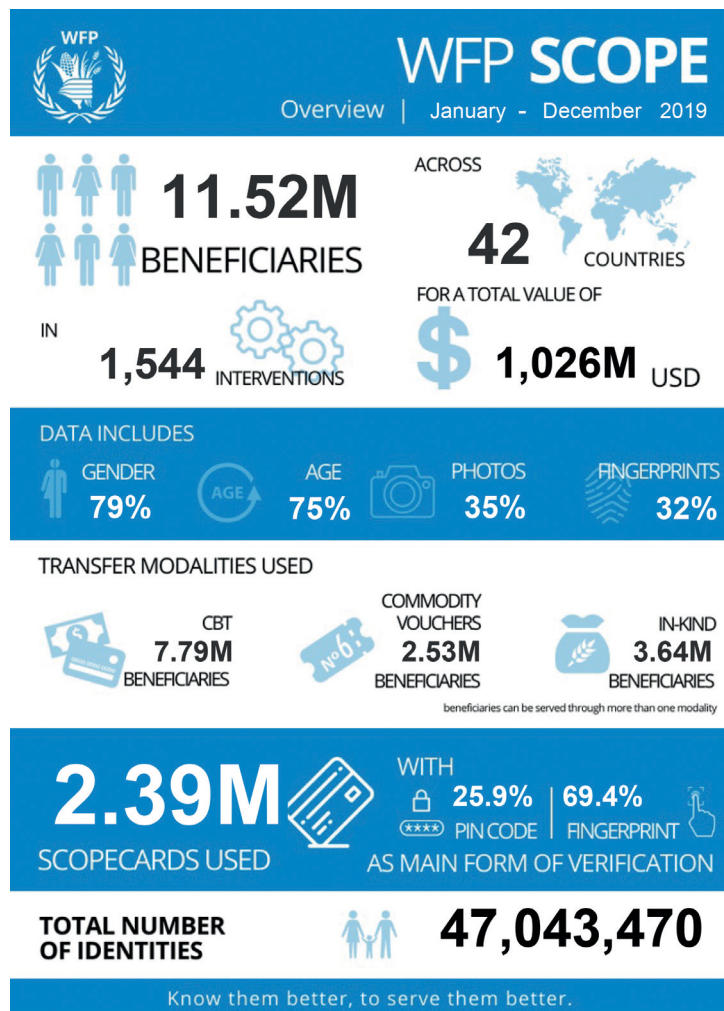
WHAT 2019 MEANT FOR BENEFICIARIES

—

WFP remains committed to embracing digital transformation that can improve operations, services and data protection. We have been developing digital tools, like SCOPE, to make sure the right people get access to goods and services, and empowering them to decide what they most need for their families.

DID YOU KNOW?

—

SCOPE can use biometrics, such as iris, fingerprints and photos, to ensure the right person is receiving designated benefits and prevent the creation of duplicate records. This is building a unique registry to enhance our operations.


Scan to open the SCOPE annual report

WFP SCOPE

Overview | January - December 2019

11.52M BENEFICIARIES

ACROSS **42** COUNTRIES

IN **1,544** INTERVENTIONS

FOR A TOTAL VALUE OF **$ 1,026M** USD

DATA INCLUDES

GENDER	AGE	PHOTOS	FINGERPRINTS
79%	75%	35%	32%

TRANSFER MODALITIES USED

CBT	COMMODITY VOUCHERS	IN-KIND
7.79M BENEFICIARIES	2.53M BENEFICIARIES	3.64M BENEFICIARIES

beneficiaries can be served through more than one modality

2.39M SCOPECARDS USED

WITH **25.9%** PIN CODE | **69.4%** FINGERPRINT AS MAIN FORM OF VERIFICATION

TOTAL NUMBER OF IDENTITIES **47,043,470**

Know them better, to serve them better.

Figures include both WFP and a few External Parties operations

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SAVING LIVES WITH TECH IN EMERGENCIES

—

What a year.
9 emergency operations, preparedness initiatives strengthened across 12 Pacific island nations and the Crisis Connectivity Charter activated - twice.
More training delivered around the world, more partners engaged through workshops and meetings, and more activities to support preparedness and cybersecurity.
The Emergency Telecommunications Cluster rode a wave of momentum in 2019 powered by 28 partners.
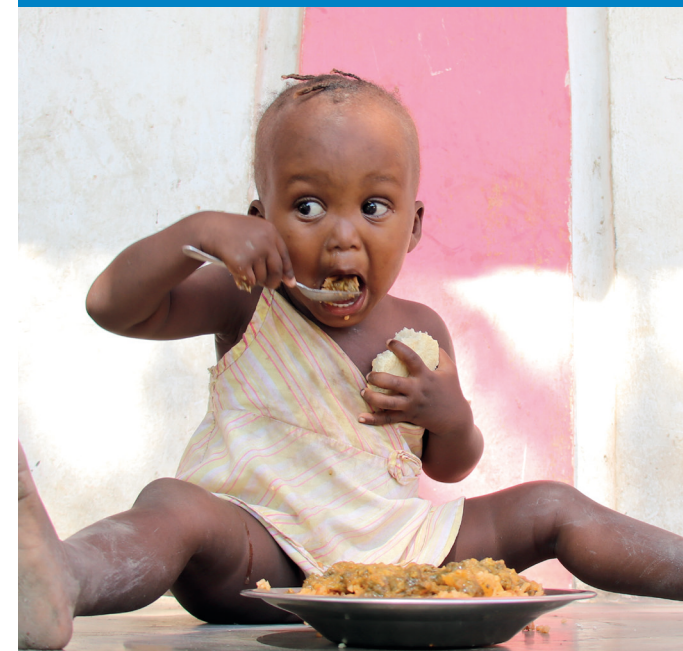
THE ETC IN 2019

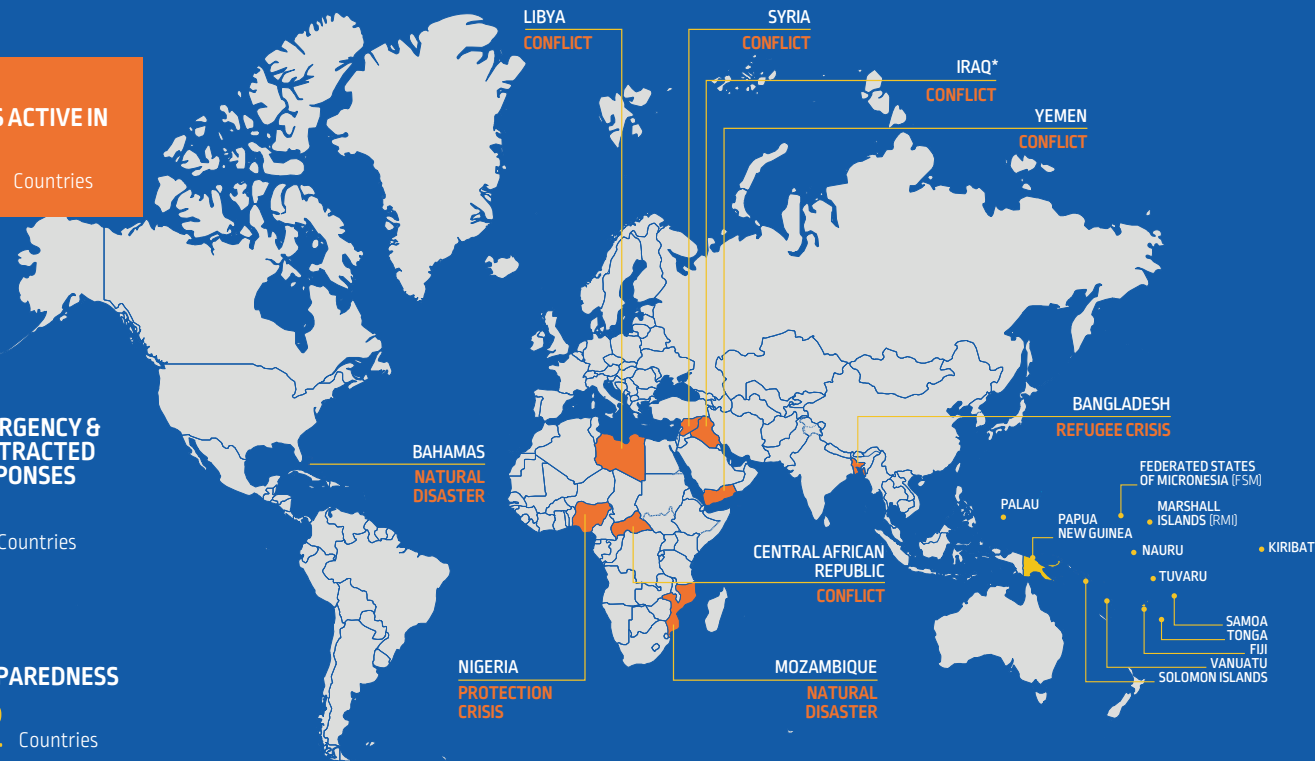## WHERE WE WERE & WHAT WE DID

etc

ETC WAS ACTIVE IN 21 Countries

EMERGENCY & PROTRACTED RESPONSES
9 Countries

PREPAREDNESS
12 Countries
PACIFIC ISLANDS

LIBYA
CONFLICT

SYRIA
CONFLICT

IRAQ*
CONFLICT

YEMEN
CONFLICT

BANGLADESH
REFUGEE CRISIS

BAHAMAS
NATURAL DISASTER

FEDERATED STATES OF MICRONESIA (FSM)

PALAU

PAPUA NEW GUINEA

MARSHALL ISLANDS (RMI)

NAURU

KIRIBATI

CENTRAL AFRICAN REPUBLIC
CONFLICT

TUVARU

SAMOA
TONGA
FIJI
VANUATU
SOLOMON ISLANDS

NIGERIA
PROTECTION CRISIS

MOZAMBIQUE
NATURAL DISASTER

*operation closed March 2019

www.ETCluster.org | Global.ETC@wfp.org

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations • Dotted line represents approximately the Line of Control in Jammu and Kashmir agreed upon by India and Pakistan • The final status of Jammu and Kashmir has not yet been agreed upon by the parties • Final status of the Abyei area is not yet determined • Final boundary between the Republic of Sudan and the Republic of South Sudan has not yet been determined.

S4C ACTIVITIES

LIBYA
Funded by the Government of Luxembourg
[PROJECT UNDER IMPLEMENTATION]

COMMON FEEDBACK MECHANISM (CFM)
Single, toll-free, country-wide hotline for humanitarian assistance programs

CENTRAL AFRICAN REPUBLIC (CAR)
Funded as part of the Humanitarian Response Plan
[PROJECT UNDER IMPLEMENTATION]

INFORMATION AND LEARNING HUB
For communities in Bangassou **to learn digital skills and connect with people** outside of CAR and humanitarians **via the Internet**

MOZAMBIQUE
[PROJECT COMPLETED]

FOLLOWING CYCLONE IDAI
The ETC and the National Forum of Community Radios in Mozambique [FORCOM]

PARTNERSHIP DEVELOPMENTS

MOZAMBIQUE AFTER ACTION REVIEW
Copenhagen, Denmark

KEY EVENTS

FEBRUARY

HUMANITARIAN NETWORK & PARTNERSHIP WEEK
Geneva, Switzerland

MARCH

CRISIS CONNECTIVITY CHARTER
FIRST ACTIVATION
IN RESPONSE TO CYCLONE IDAI
Mozambique
INMARSAT, EUTELSAT, SES

3rd GLOBAL FORUM ON EMERGENCY TELECOMMUNICATIONS
ITU GET19
Balaclava, Mauritius

APRIL

ETC PLENARY MEETING 2019 & OPEN DAY
Dubai, United Arab Emirates

18 PARTNERS ATTENDED with special guest CISCO

JUNE

THE ETC IS FEATURED AT THE WORLD FOOD PROGRAMME EXECUTIVE BOARD SIDE EVENT **SHOWCASING WFP-LED CLUSTERS**
Rome, Italy

JULY

ITU GLOBAL SYMPOSIUM FOR REGULATORS 2019
SIMEX ON ETC PREPAREDNESS
Port Vila, Vanuatu

ASEAN WORKSHOP ON THE ICT ROADMAP 2025
Jakarta, Indonesia

AUGUST

MOZAMBIQUE AFTER ACTION REVIEW
Copenhagen, Denmark

UNHCR (HOST), GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, TSF, EUTELSAT, WFP, ETC
(+ NetHope in remote interview phase)

CDEMA EMERGENCY TELECOMMUNICATIONS TRAINING
Barbados

GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, NETHOPE, EUTELSAT AND CISCO

to make it easier for affected populations to contact humanitarians and communicate their needs.

DESIGNATED PHONE BOOTHS

To serve an Internally Displaced People (IDP) camp in Bria

to assist communities in communicating with their families and to contact humanitarian hot lines free-of-charge.

COMMON FEEDBACK MECHANISM (CFM)

At IDP sites across CAR

Rehabilitated radio stations in Buzi, Dondo, Beira, Nhamatanda and Gorongosa of the Sofala province which serve as critical sources of information.

ITU SIGNING OF CRISIS CONNECTIVITY CHARTER

Budapest, Hungary

ITU EMERGENCY ROSTER LAUNCH

Geneva, Switzerland

GOVERNMENT OF LUXEMBOURG VISIT TO ETS NIGERIA OPERATION

Maiduguri, Nigeria

TRAINING

FIRST-EVER ETC COORDINATION COURSE
Rome, Italy

Equipped humanitarians with the knowledge and tools needed to coordinate/support ETC-style emergency operations.

20
Participants

9
Organizations

ERICSSON RESPONSE, HELP.NGO,GOVERNMENT OF LUXEMBOURG, MSF, NETHOPE, SAVE THE CHILDREN, UNHCR, UNICEF, WFP

IT EMERGENCY MANAGEMENT TRAINING FOR THE ETC
Damascus, Syria

14
Participants

9
Organizations

INCLUDING ICRC, SARC, UNDP, UNFPA, UN-HABITAT, UNHCR, UNRWA, WHO, AND WFP

LET'S NET 2019
Lipperscheid, Luxembourg

Participants learned skills to deploy, manage and support ETC Data and Voice services during emergency operations.

16
Participants

6
Organizations

GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, UNHCR, UNICEF, WFP, WORLD VISION

GEAR.UP 2019
Stuttgart, Germany

Large-scale inter-agency operational exercise and functional training event designed to further advance emergency response capabilities in the global humanitarian ICT and logistics spheres.

20
Participants

10
Organizations

ACF, GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, OXFAM, SAVE THE CHILDREN, UNDP, UNHCR, UNICEF, WFP, WORLD VISION

PARTNERS

ACTION CONTRE LA FAIM · FAO · NETHOPE · ICRC · Plan · Internews Local voices. Global change. · ITU · MSB Swedish Civil Contingencies Agency · UNHCR The UN Refugee Agency

Red Cross Red Crescent · VF Satellite. Solutions. The World. · United Nations · UNDSS · U.S. Department of State · GSMA · ERICSSON RESPONSE · UNDP · TÉLÉCOMS SANS FRONTIÈRES · IOM·OIM

OXFAM · World Vision · Save the Children · CDAC NETWORK · unicef · UN OCHA · LUXEMBOURG AID & DEVELOPMENT · World Health Organization

UNDER THE GLOBAL LEADERSHIP OF

WFP World Food Programme

ETS PARTNERS RESPOND TO HURRICANE DORIAN, BAHAMAS

CRISIS CONNECTIVITY CHARTER
SECOND ACTIVATION
IN RESPONSE TO HURRICANE DORIAN
Bahamas
HISPASAT, EUTELSAT

ITU SIGNS THE CRISIS CONNECTIVITY CHARTER
Budapest, Hungary

GSMA HUMANITARIAN CONNECTIVITY CHARTER (HCC) WORKSHOP
Jakarta, Indonesia

ITU STUDY GROUP 2: PREPAREDNESS
Geneva, Switzerland

SERVICES FOR COMMUNITIES RETREAT
Rome, Italy
GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, NETHOPE, OCHA, UNHCR, ETS LIBYA, OXFORD UNIVERSITY, MSB

WORLD FOOD PROGRAMME EXECUTIVE BOARD:
A CROSS-DIVISIONAL DISPLAY, FEATURING ETC RESPONSE IN MOZAMBIQUE
Rome, Italy

ETC CYBERSECURITY WORKSHOP
Rome, Italy
GOVERNMENT OF LUXEMBOURG, ERICSSON RESPONSE, UNICEF, UNHCR, WORLD VISION INTERNATIONAL, PLAN INTERNATIONAL, WFP

CRISIS CONNECTIVITY CHARTER BEYOND 2020 MEETING
Rome, Italy

DRONES: TAKING SUCCESS TO NEW HEIGHTS
—

When cyclones Idai and Kenneth slammed southern and northern Mozambique, they destroyed homes and displaced millions of people.

Six months earlier, WFP had trained personnel from the National Institute of Disaster Management (INGC) on how to use drones before and after emergencies.

As a result, INGC led the coordination and deployment of drones in response to both cyclones, which included rapidly assessing and mapping damage as well as supporting search and rescue operations.

Antonio Beleza, Deputy Director, National Institute of Disaster Management (INGC), Mozambique, operates a drone. *Photo: INGC*

"By responding to these tropical cyclones, we learned a lot. And once we went back to the office, we continued that capacity strengthening and developed some artificial intelligence coefficients to analyze the data we have gathered."
Antonio Beleza, Deputy Director of INGC.

WHAT'S NEXT FOR WFP DRONES?
—

WFP's track record of building local humanitarian drone capacities inspired the UK Department of International Development to award the team a multiyear partnership in 2019.

Policy development for using drones in emergencies and building a humanitarian user community will be key aspects of the work to come.

Watch the video to know more on the impact of WFP Drones in Mozambique.

REACHING MOZAMBICANS THROUGH THE RADIO
—

Over the last few months, the Emergency Telecommunications Cluster (ETC) focused on developing lasting solutions for affected communities. For example, during community assessments, after Cyclone Idai hit Mozambique in March, it became clear that radio is crucial to daily life. The ETC identified six community stations needing urgent rehabilitation and installed new communications towers, antennas and electronic equipment.

More than 1.9 million listeners are once again tuning in to their favourite radio stations in the cyclone-affected districts of Dondo, Nhamatanda, Gorongosa, Búzi and Beira in Sofala - the province hardest-hit by Cyclone Idai.

youtu.be/3waoGqfTcrw
Watch to find out more.

Community radio Nhamatanda staff operate equipment to test performance and functionality. *Photo: WFP*

A SIGNAL OF SUPPORT
—

The ingenuity and capability of the satellite industry complement the needs of the humanitarian community, which is why the Crisis Connectivity Charter aims to facilitate connectivity during emergency operations.

The Charter was activated when Cyclones Idai and Kenneth hit Mozambique, and again when Hurricane Dorian hit the Bahamas.

The International Telecommunication Union (ITU) signed the Charter in September, joining forces with the ETC and the satellite industry in a move that supports governments driving the domestic response to humanitarian emergencies.

Coordinator for the Pacific Islands, Hlekiwe Kachali, works with local Emergency Telecommunications Cluster (ETC) partner, the University of the South Pacific, to test a 2.4-meter flyaway antenna, which is a component of ETC Pacific's regional surge capacity for disasters. *Photo: WFP*

FAST IT & TELECOMMUNICATIONS EMERGENCY & SUPPORT TEAM (FITTEST): A SURGE FOR DIGITAL ASSISTANCE
—

Ines Gerbault, digital assistance services project manager for WFP FITTEST in Mozambique during the cyclone Idai response. *Photo: WFP*

The FITTEST Surge capacity team for Digital Assistance Services supported beneficiary management through WFP SCOPE and cash-based transfers in 12 countries in 2019.

They started working with a new SCOPE card provider, helped set up the first beneficiary data management team in Mozambique and supported 150 responders in the Somali region of Ethiopia in identifying 6,000 households affected by food insecurity.

FITTEST also improved connectivity for SCOPE retailers in Cox's Bazar, Bangladesh, supporting digital assistance efforts in the camps to provide better access to services for beneficiaries who purchase food in the local shops.

WHAT 2019 MEANT FOR WFP STAFF
—

A MORE EFFICIENT AND PRODUCTIVE WORKFORCE

"DOTS is allowing us to optimize our interventions, helping save time and costs delivering vital assistance to families facing food insecurity and struggling to meet their nutritional needs,"

says Jakob Kern, Director of Operational Management Support and Deputy Chief of Staff.

JOINING THE DOTS TO UNLOCK THE POWER OF DATA
—

WFP launched its new data engine, DOTS, to help save time, cut costs and provide more effective support to people facing food insecurity.

The platform makes it easier for staff to access the right information at the right time — without having to become data or technology experts. For example, users can quickly answer questions about the supply chain, such as:

How much stock *(in metric tons, and type of commodity)* does WFP have at a given time, at a particular location, in transit, or delivered to the cooperating partner?
___

What are the expiration dates of stock in the warehouse?
___

How many contracts are in place with transporters?
___

How many contacts are about to expire or are outdated?

Staff everywhere can visualize this information on one screen and make improvements to be more efficient. For example, users can pull up a global view of WFP supply chain, then drill down to Yemen to explore where stock is held, whether it's delayed in transit and which commodities are expiring. From the global page, they can click directly on the map to view expected stock arrivals and food purchase histories.

This could help cut delivery times from weeks to days, analyse contracts to reduce transportation costs and improve stock control. An ambitious roadmap to include finance and programme data is in store for 2020 and beyond.

COLLECTING DATA MORE EFFICIENTLY WITH MoDa

Data collection is at the core of WFP operations, so staff need the best tools to collect and protect it as efficiently as possible.

That's why the new, faster MoDa application was launched this year, bringing enhanced functionalities such as creating surveys or working offline, which is important for field operations without reliable connectivity.

THE AUTOMATION JOURNEY CONTINUES WITH MORE ELECTRONIC FORMS

During 2019, WFP Self-Service forms continued to replace the burden of paper-shuffling with simple automation.

Separation form
for HQ consultants

Leave form for local contract types for field staff - Human resources

Equipment loan form – HQ admin unit

Duty travel on calendar
(currently in pilot)

Vendor creation and maintenance
(currently in pilot)

E-mail access for new staff
(currently in pilot)

BOOSTING PRODUCTIVITY WITH OFFICE365

By the end of 2019, around 80% of staff were using collaboration tools on Office365, which reduce the need to buy third-party applications that put our data at risk, and there was an 11% decrease in the number of emails being sent.

365
working together
ANYONE. ANYTIME. ANYWHERE.

CYBERSECURITY...

WORKING IN A CYBER SECURE ENVIRONMENT

The more our professional and personal lives become digital, the more we are exposed to cyber threats and the more important it becomes to understand our individual responsibilities in protecting WFP, its beneficiaries, donors, partners and suppliers.

To improve awareness, a mandatory cybersecurity training course was launched in four languages for all WFP employees, regardless of location, seniority or contract type.

To help users understand the importance of data classification and access to information, the 2019 Cybersecurity Awareness Month focused on 'Know Your Data'. Thanks to the field champions and the Regional IT Officers, the campaign engaged staff in cybersecurity activities and events around the world.

... AND TELECOMMUNICATIONS' SECURITY

SECURITY TELECOMMUNICATIONS: THE HUMANITARIAN'S LIFELINE

In 2017, WFP TEC and the UN system recognized that common security communications systems were becoming outdated and increasingly expensive.

Within a year, WFP launched the Telecommunications Security Standards (TESS), which updated field security standards and procedures with support from the Emergency Telecommunications Cluster, UNDSS, IASMN and other UN agencies.

Thanks to the great collaboration between WFP's technology and security divisions, by 2019 TESS was setting new standards for communications and racking up savings.

It was also the collaboration with more agencies, NGOs and the private sector, and expanding the online platform to over 300 contributors that helped shape new standards, ideas and milestones. Now co-funded by UNDSS and other agencies, TESS will be institutionalised in June 2020, with WFP as lead coordinator.

WHAT'S NEXT FOR TESS?

Beyond 2020, TESS will examine how cutting-edge technologies can form the basis of UN and NGO security communications architecture.

Quick fact

FITTEST partnered with TESS to support the safety and security of humanitarians by assessing and upgrading communications infrastructure in over 35 countries. For example, they worked with the Emergency Telecommunications Cluster, UNDSS, UNHCR and WFP to review Security Communications Systems used by UN agencies and NGOs in Turkey, including those responding to the Syrian crisis.

WHAT 2019 MEANT FOR TEC

AWARD-WINNING TEAMS

GENDER DIVERSITY

When it comes to gender diversity, TEC continues to walk the talk with women making up about 40% of the workforce. It was also recognised as Best IT team of the year led by a woman, awarded by Women in IT Europe.

Gabriela Alvarado receiving the Women in IT award in Berlin on behalf of the IT team.

GLOBAL MOBILE AWARDS 2019

WFP earned the "GLOMO" Award for its outstanding contribution to the Sustainable Development Goals for SCOPE CODA.

The solution tackles a specific nutrition monitoring case, replacing paper booklets and manual data entry with digital records to help frontline humanitarian workers make decisions using real-time data.

In the words of our Executive Director, David Beasley:

"This award honors our female colleagues who work tirelessly in the deep field to deliver our mission to save lives and change lives through the power of technology. It is also a celebration of the whole WFP family's strong commitment to ensuring that women and girls everywhere are free to fulfil their potential."

Read more in this article.

KNOWLEDGE SHARING
AND TRAINING

—

LEARNING FROM
THE PRIVATE SECTOR:
IT ADVISORY BOARD 2019

—

The IT Advisory Board is a small group of highly experienced Chief Information Officers, Chief Digital Officers and Chief Executive Officers from the private sector, academia and government institutions.

Every year they come to the HQ in Rome for two days to review technology trends and opportunities for WFP, and to exchange management knowledge and advice. Last year we also had open-door sessions.

Alana Robinson, one of the IT Advisory Board members, chairing an Expert Insight Clinic on change management.
Photo: WFP/Lacanale

BETTER CONNECTED,
PREPARED AND
INFORMED STAFF

—

In 2019, we invested in many knowledge sharing, training and team-building activities for the TEC community, including a new on-boarding program, cybersecurity sessions and peer-to-peer learning initiatives designed to break down silos and duplication, while ramping up productivity and collaboration.

On-boarding: A solid on-boarding program increases the productivity and retention of new staff by around 50%, so TEC's program spans a range of subjects and involves administrative assistants, subject experts and managers.

—

Cyberbytes: Short online sessions to help staff learn more about cybersecurity, with practical tips and tools for everyday activities.

—

TEC toTEC: 30-minute practical and informative sessions seeking to establish inter-connectedness and spur collaboration across functions.

Randomised Coffee: Monthly 15-minute virtual coffee break with a colleague anywhere in the division, even on the other side of the world alleviates isolation, encourages collaboration and creates mentoring opportunities.

—

Learn More About (a project, an initiative, a launch, something everyone needs to know): Does what it says on the tin. You can watch recordings on this Stream channel:

—

Show & Tell: Peer-to-peer knowledge sharing targeting collaboration within a team, but open to all of TEC.

Knowledge Sharing and Training

32 Data Fellows from COs and HQ were trained on all corporate data platforms

144 Colleagues participated in the randomized coffee initiative where they shared, connected and learned from colleagues around the world

15+ Learn More About sessions hosted, recorded and shared with all TEC

7,000+ Users read a variety of TEC articles and stories in WFPgo

890 WFP staff were trained on SharePoint Online, Teams, OneDrive through

167 Office365 Hands-on sessions

251 TEC Colleagues successfully transitioned from Lynda.com to LinkedIn Learning platforms

91% Based in the field / RBs/COs

9% Based in HQ

283 **Courses (521 Hrs)** were completed between October and December

Staffing up to better respond to our beneficiaries' needs

81 **New employees joined the TEC family** this year

3 **JPOs** paid by governments

6 **Fixed-term positions** were created in the field

SCOPE Service Operation team grew by 31% to better handle incoming requests

11.52m Beneficiaries received assistance through **SCOPE** across

42 **Countries**

40% **of TEC workforce is female**

Partnerships

Strategic partnerships brought in

US$47+ million

with notable contributions
from NEC, Palantir, GSMA and the 9 satellite industry companies committed to the Crisis Connectivity Charter

US$3+ million

from governments
(Japan, UK, Switzerland and Luxembourg, among others)

Strategies and proposals

have been developed for/with

6 Regional Bureaux

and

64 Country Offices

for total investments proposed to provide

US$109.4 million

towards greatest needs

Digitally transforming the way we work

around **80%** of WFP users

are using the Office365 suite on a constant basis

Adoption rate by main product

(Teams, OneDrive and SharePoint)
latest data for December 2019

	Tot Users*	Tool Active Users	Percentage of Active Users
Teams	18265	13177	72%
OneDrive	18265	8457	46%
SharePoint	18265	12515	69%

A more secure workforce

83% of WFP Staff

completed the cybersecurity training

6,000+ New threats

are detected and blocked each month by our systems

16 New cybersecurity champions

were established and selected across regions

1,603+ Malware messages

and

107 Malicious links

are blocked per month by the IT Security team

WFP World Food Programme