

eTA

electronic Travel Advisory

Hwa Saup Lee, GIS Officer

Safety and Security Information Management Section (SSIMS) | Enterprise Solution Service – Asia (ESS-Asia)

Office of Information and Communications Technology (OICT) | United Nations

UN Sider International Workshop

Dec 2022

Enterprise Solution Services | OICT | UN

Mandate

- Harness the potential of information and communications technology to support the work of the United Nations in the areas of peace and security, sustainable development, humanitarian aid, human rights, and international law – ICT Strategy (A/69/517), the General Assembly (A/RES/69/262)

Scope

- Develop and maintain applications supporting corporate business processes
- Align IT solutions with business strategy
- Enforce utilization of standard technologies, compliance with architecture principles
- Disaster Recovery and Business Continuity
- Information security

Team

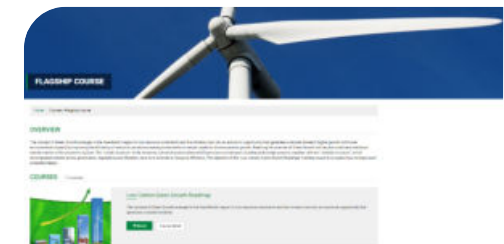
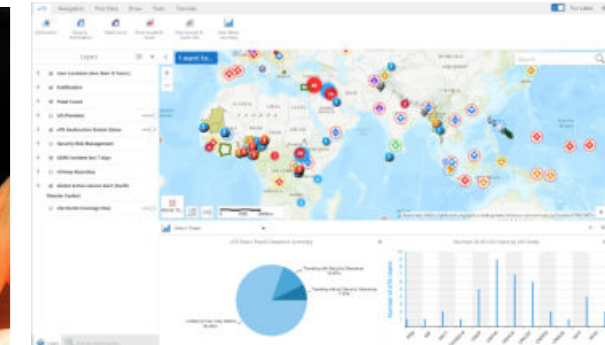
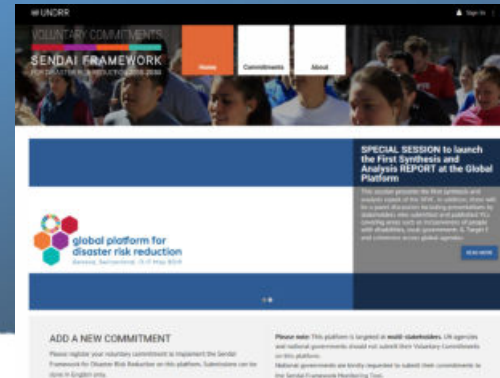
- 2 centers: Bangkok, New York
- Virtual team: 200+ Personnel in Bangkok, New York and Valencia



Development Focus

Platforms and Systems

- Customer Relationship Management Systems (CRM)
- Enterprise Resource Planning (ERP)
- Learning Management Systems (LMS)
- Content Management Systems (CMS)
- Information Management Systems (IMS)
- Mobile Applications
- Citizen Engagement



Highlighted Project: eTA































August 2003



Who is there?



*Canal Hotel bombing, Baghdad,
August 2003*

Nombre	#	Nacionalidad
Shigeo Kato de Japón	65	 Japón
Yasuo Kuroki	77	 Japón
Yoshiro Kuroki	88	 Japón
John S. Gentry de EE.UU.	60	 EE.UU.
Artemiyevich	46	 Rusia
Yoshio Kuroki de Japón	77	 Japón
Christopher Dean Woodward	22	 EE.UU.
Barbara de París	67	 Francia
Yoshio Kato de Japón	47	 Japón
Yoshi Kato de Japón	52	 Japón
Barbara Woodward	27	 EE.UU.
Yoshi Kato de Japón	69	 Japón
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December 2007



UN Photo/Evan Schneider | A building damaged by the 11 December 2007 terrorist attack, across the street from the UN Headquarters complex in Algiers. The bombing claimed the lives of 17 United Nations workers.

Algiers, December 2007 – VIED ripped through an UN office killed 17 UN Staff



“Towards a Culture of Security and Accountability”

The Report of the Independent Panel on Safety and Security of UN Personnel and Premises Worldwide

*“....Information technology is not a luxury; it is a central instrument for delivery of security services. **The Panel strongly underlines the urgent need to develop the IT support function of DSS for the field and Headquarters.***

Without a serious level of investment within the overall framework of the UN’s information technology and knowledge development, DSS will not have the capacity to exercise its leadership in UN security....”

“The Panel observes that the current Integrated Security Clearance and Tracking (ISECT) system, which has greatly improved the process for security clearance, has potential beyond its current limited use. “



Build and manage systems and tools for the UN Security Management System (UNSMS)

The image displays the UN Security Management System (UNSMS) web portal and a mobile application. The web portal, titled "United Nations Department of Safety and Security UNSMIN", features a navigation bar with links to Home, Country, Library, Reports, People Finder, IASMIN, Aviation, SCS, Coms Cen, EO, IMO, SSIMS, and Help. The main content area, titled "Safety and Security Information Management Systems", lists various tools: CSD, eTA, GeoHub, LCSSB, PMS, Podcasts, Premises, SCS, SLS, SRM, SSIRS, TA, Training, and TRIP. Below this, there are sections for "UNSMIS Branding Resources" and "UNSMIS Staff Development Resources". The mobile app, titled "Bangkok City and Vicinity", shows a map of Bangkok with a red location pin and a text overlay: "Possible traffic blockage. Description: Due to moderate movements, there has been a high level of traffic congestion around the UN premises. Advisory: To relieve the traffic congestion, North Gate will be open for vehicles to arrive. You are 82 meters away from this security perimeter." The app also displays a "Layers" panel with various filters and a "I want to..." section.

TRIP (Travel Request Information Process)

Security Clearances requests processed:

- Daily: over 15,000 (pre-COVID)
- Annually: over 3 Million
- Total: over 18 Million (since 2005)





Who is there?



ISECT

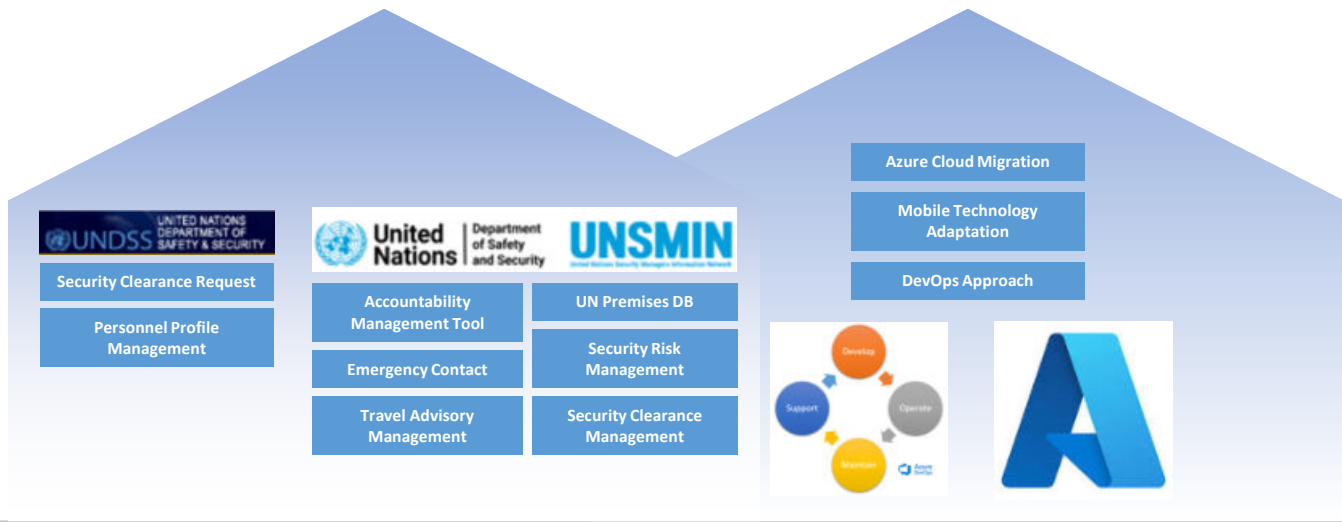


Electronic Travel Advisory
United Nations Enterprise Apps

2006

2011

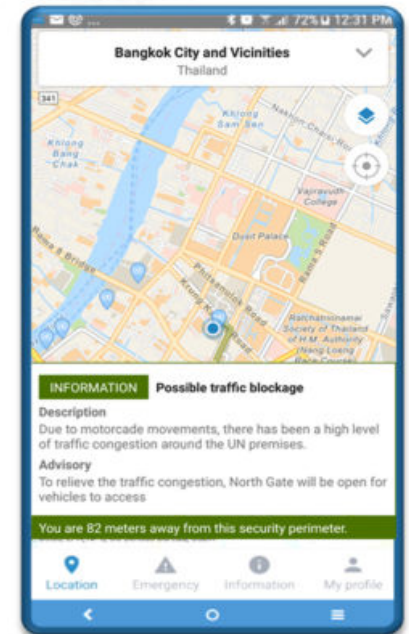
2019



UNITED NATIONS
OFFICE OF INFORMATION AND
COMMUNICATIONS TECHNOLOGY

eTA - electronic Travel Advisory

eTA is the location-based security awareness tool for the UNSMS.



ETA – Electronic Travel Advisory

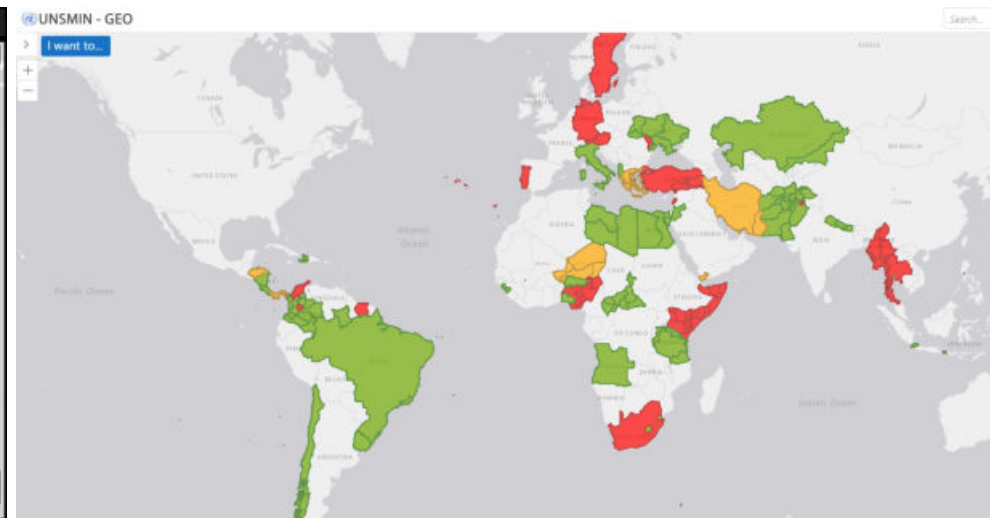
- Location based Travel Advisory for UN Personnel
- Security clearance
- Security notification
- Geo-fencing
- Emergency chat



Global Presence



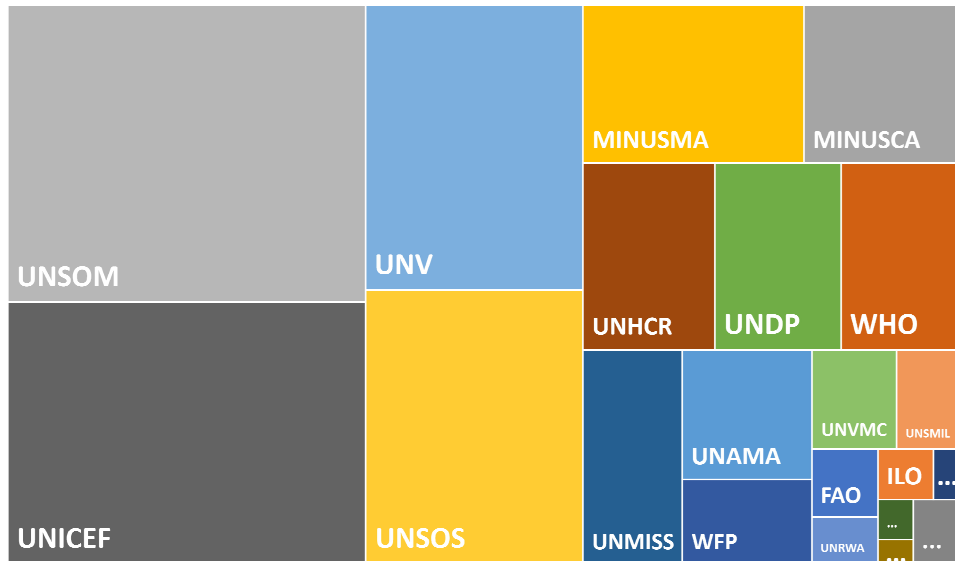
eTA User locations



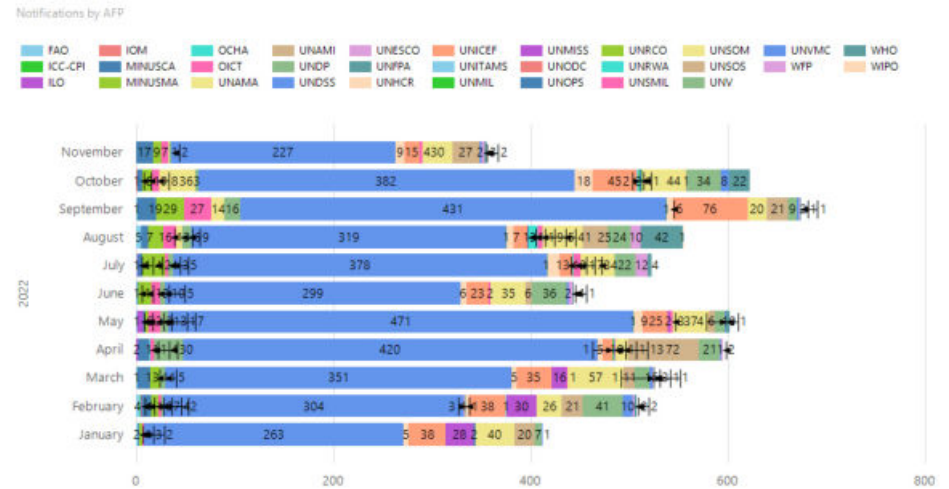
eTA Messages last 6 months

Top Agencies

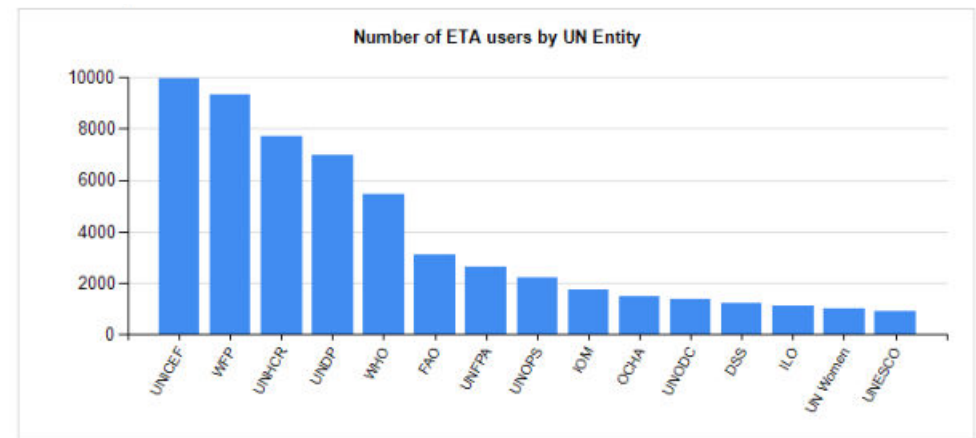
NOTIFICATIONS SENT BY AGENCIES IN 2022



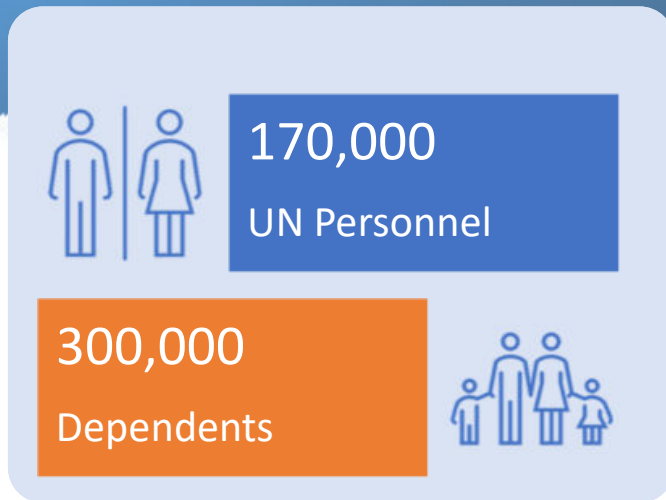
ETA Notification Stats for
01-Jan-2022 - 31-Dec-2022



Users by UN Entity (Top 15)

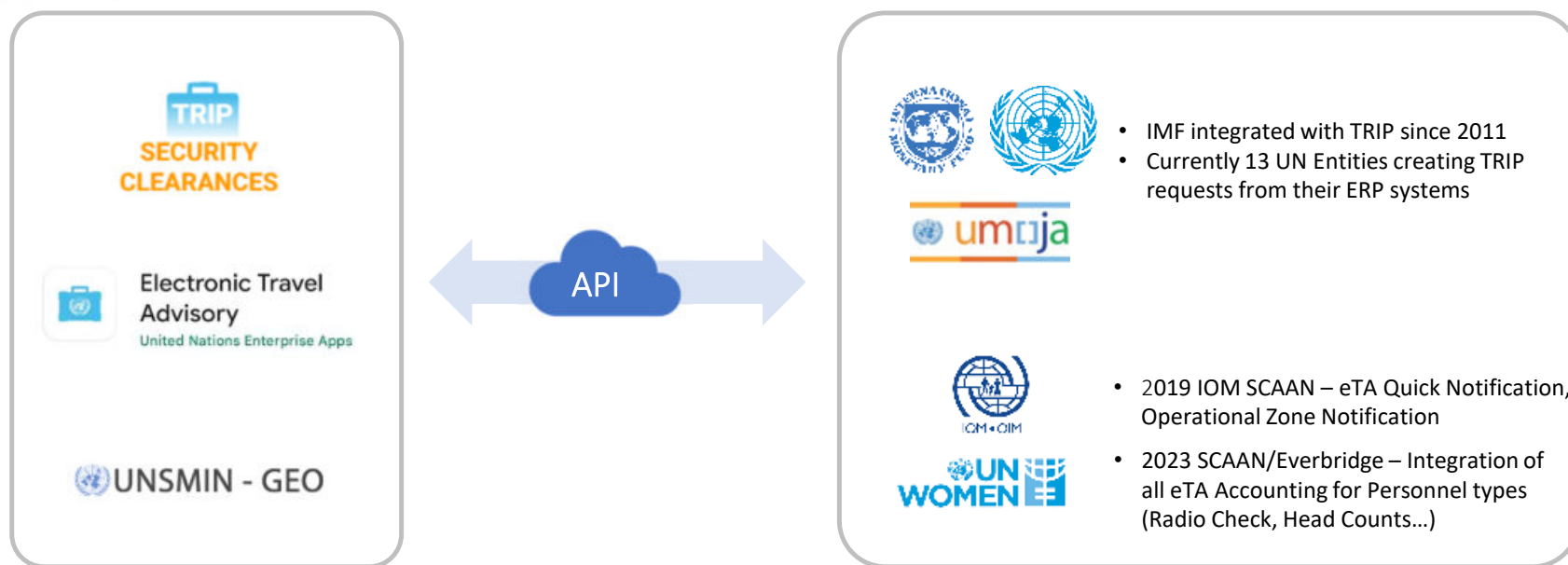


eTA Audience



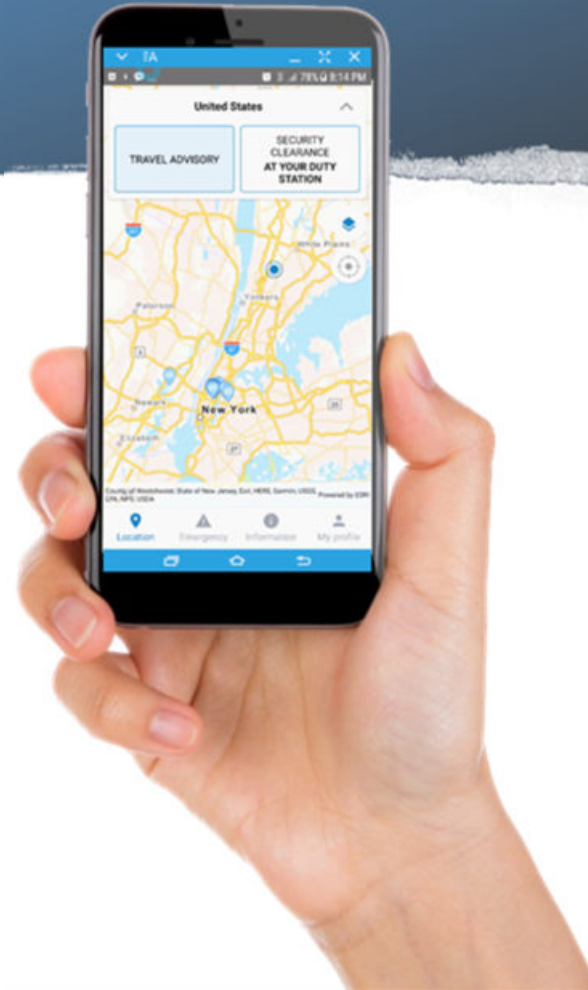
Integration with other AFPs

“It’s about data, not about the tools.”



eTA for UN Personnel

- Easy access to security-related information
- View UN Premises location
- Receive Notifications
- Respond to:
 - Head Count
 - Accounting for staff
 - Phone Tree
- Initiate Emergency Chat
- Request Security Clearance
- Edit Profile



eTA Command Center

Create and send security notification with geofencing:

- Operational zone
- Head Count zone

Visualize UN Personnel and Assets movement:

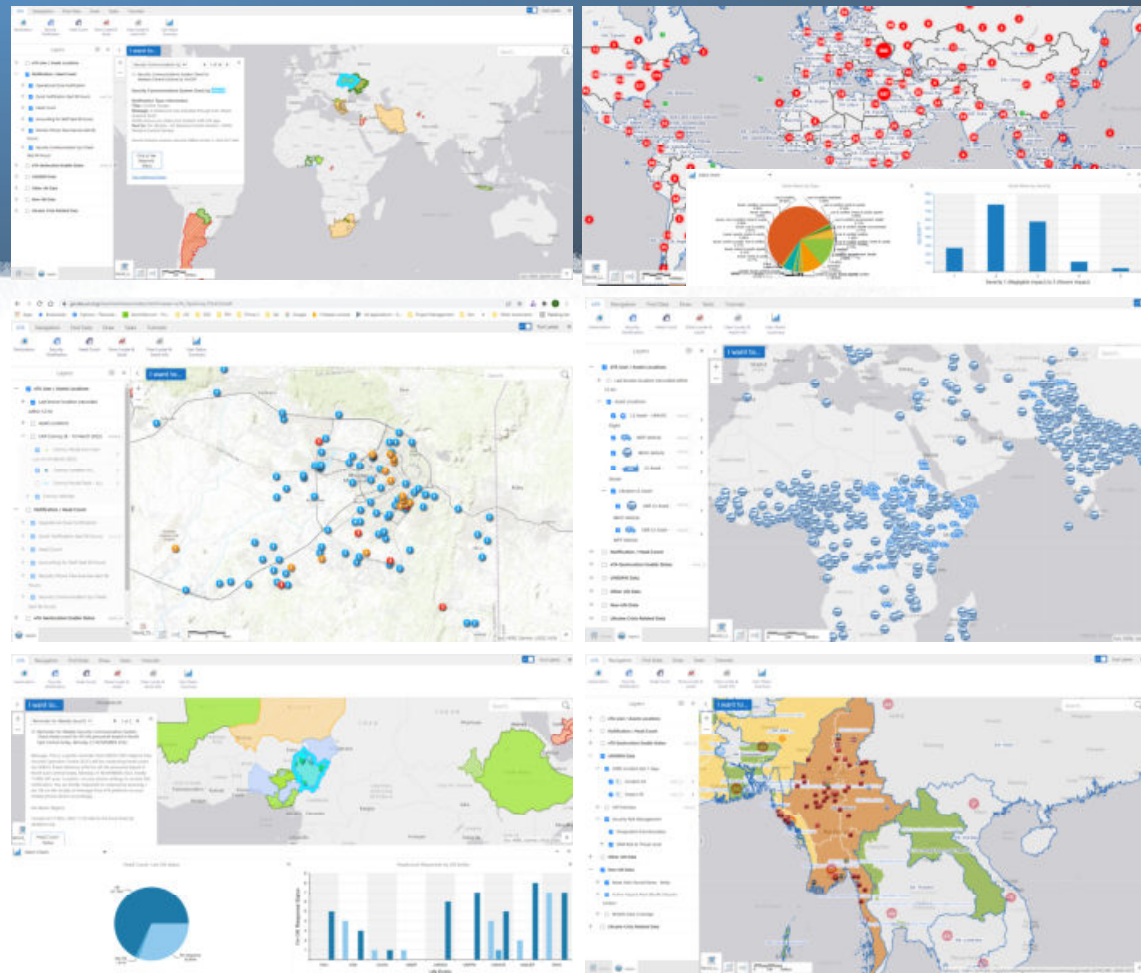
- UN personnel
- UN Assets live locations

Provide situational awareness:

- Breaking news live feed
- Armed conflict incident feed
- UN security incident report feed

Provide UN security management related info:

- Security Risk/Threat
- Mitigation measure
- UN Premises/Office locations



eTA Operational Dashboard

- Users / Security notifications live view
- Security incident / Breaking news data feed

Latest eTA Notifications

Total # of eTA Users

Pie chart by travel status

Global # of eTA Users by UN Entity

of eTA Users by UN Entity (within the map extent)

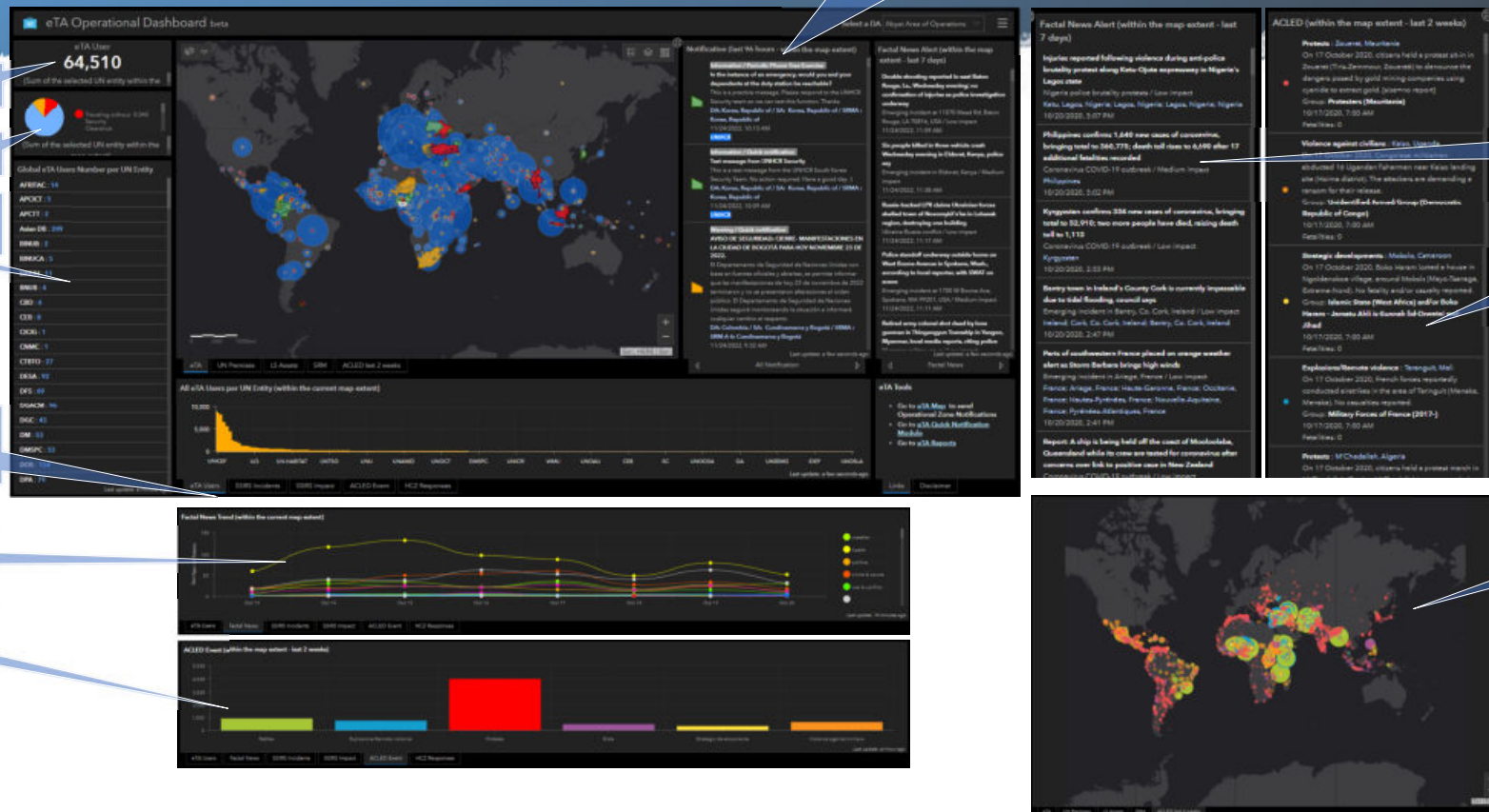
Major News Trends

Main Armed Conflict Event Types

Major News Alerts from Factual

Armed Conflict Event Data

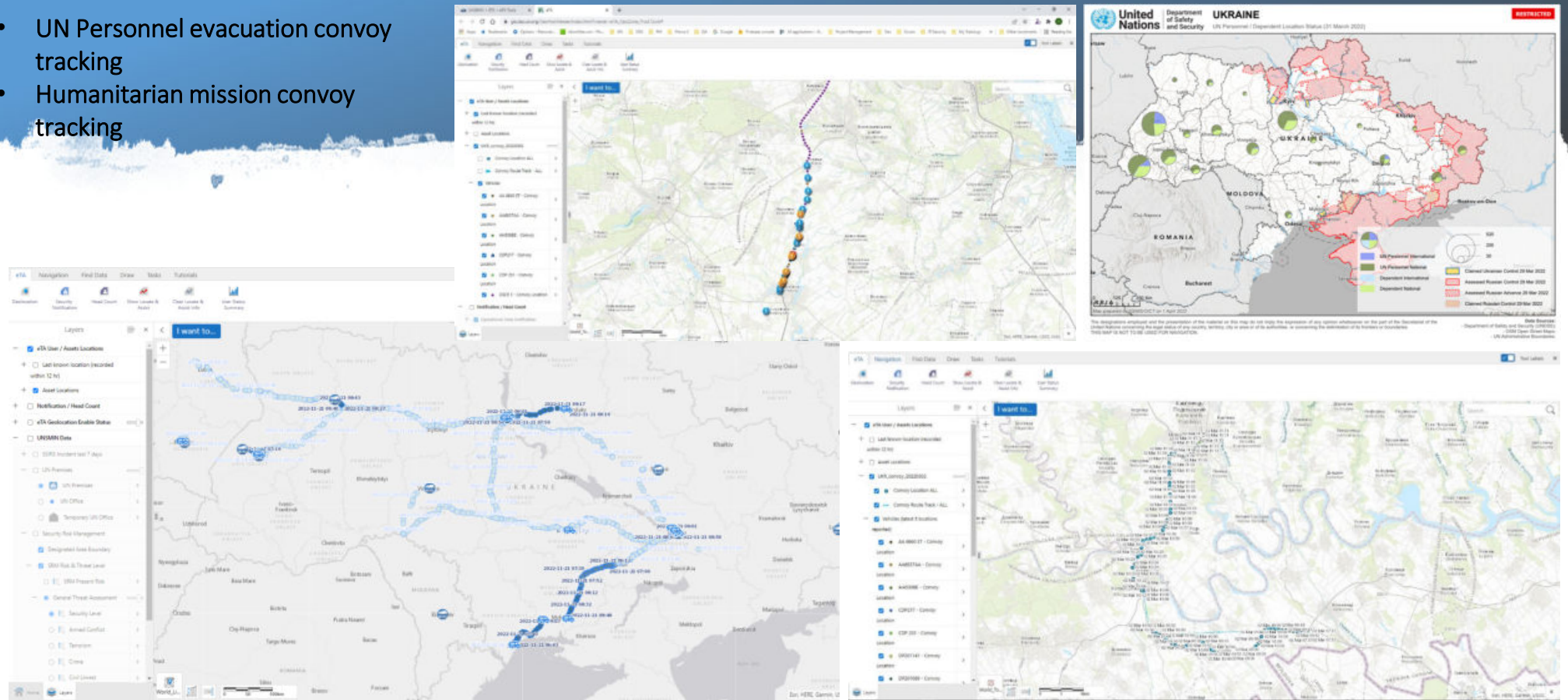
Armed Conflict Event Data



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eTA GIS use case : During the Ukraine Crisis

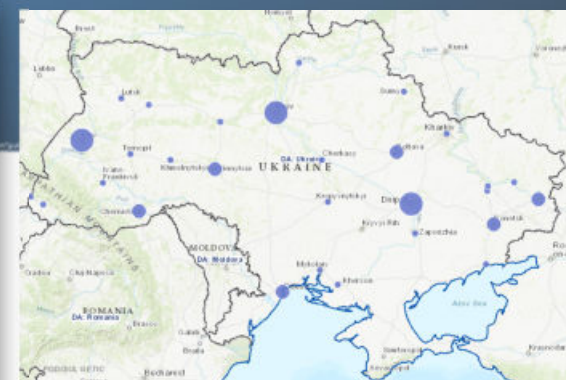
- UN Personnel evacuation convoy tracking
- Humanitarian mission convoy tracking



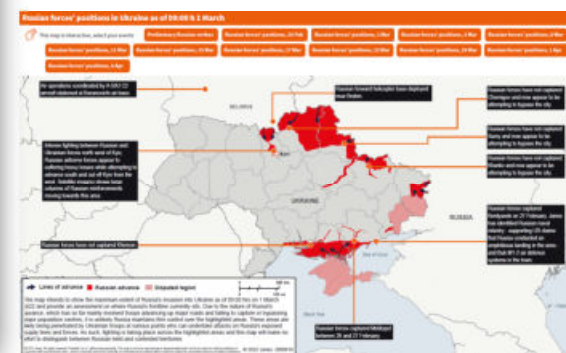
How eTA supports - UN Personnel Evacuation during Ukraine Crisis



Evacuation Plan



UN personnel by Duty Station before 24 Feb. 2022



1 March 2022 Russian forces' position in URK

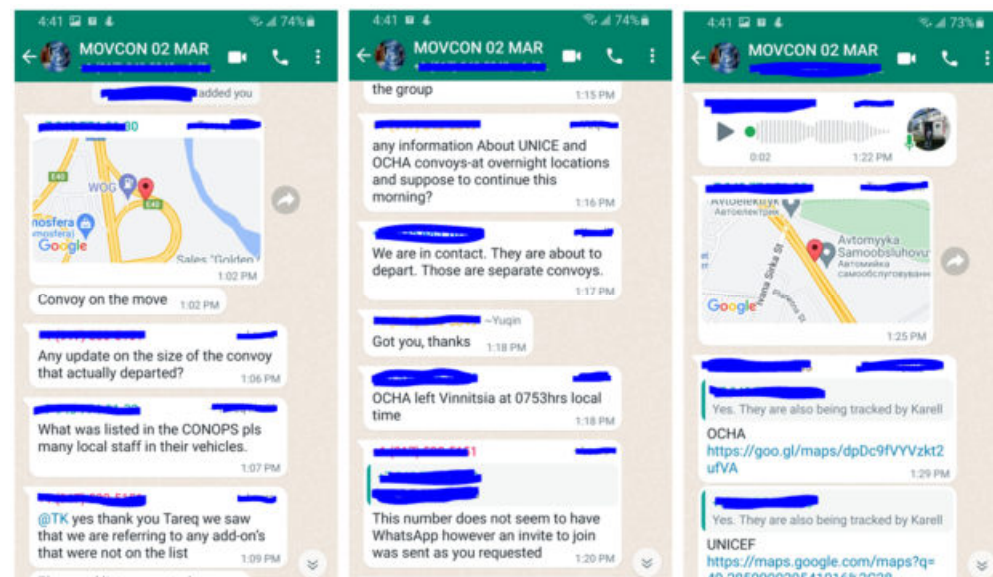
How eTA supports - UN Personnel Evacuation during Ukraine Crisis

MOVECON ConOps

- Evacuate UN personnel and dependents from hostile territories to Safe heaven or safer areas of the country
- Main evacuation conducted from 1st March to 5th March

Challenges

- **Personnel vehicles with no vehicle tracking systems**
- **More than 100+ vehicles** in the convoy daily
- Convoy head and tails **stretched over miles**
- **Multiple movements** with different departure/arrival locations & time over **several days**
- **Not enough VHF radio** units with GPS capacity (only for convoy leaders)
- Only available communication was WhatsApp, cell phone or SMS message
- Hard to get a clear picture of the current convoy movement



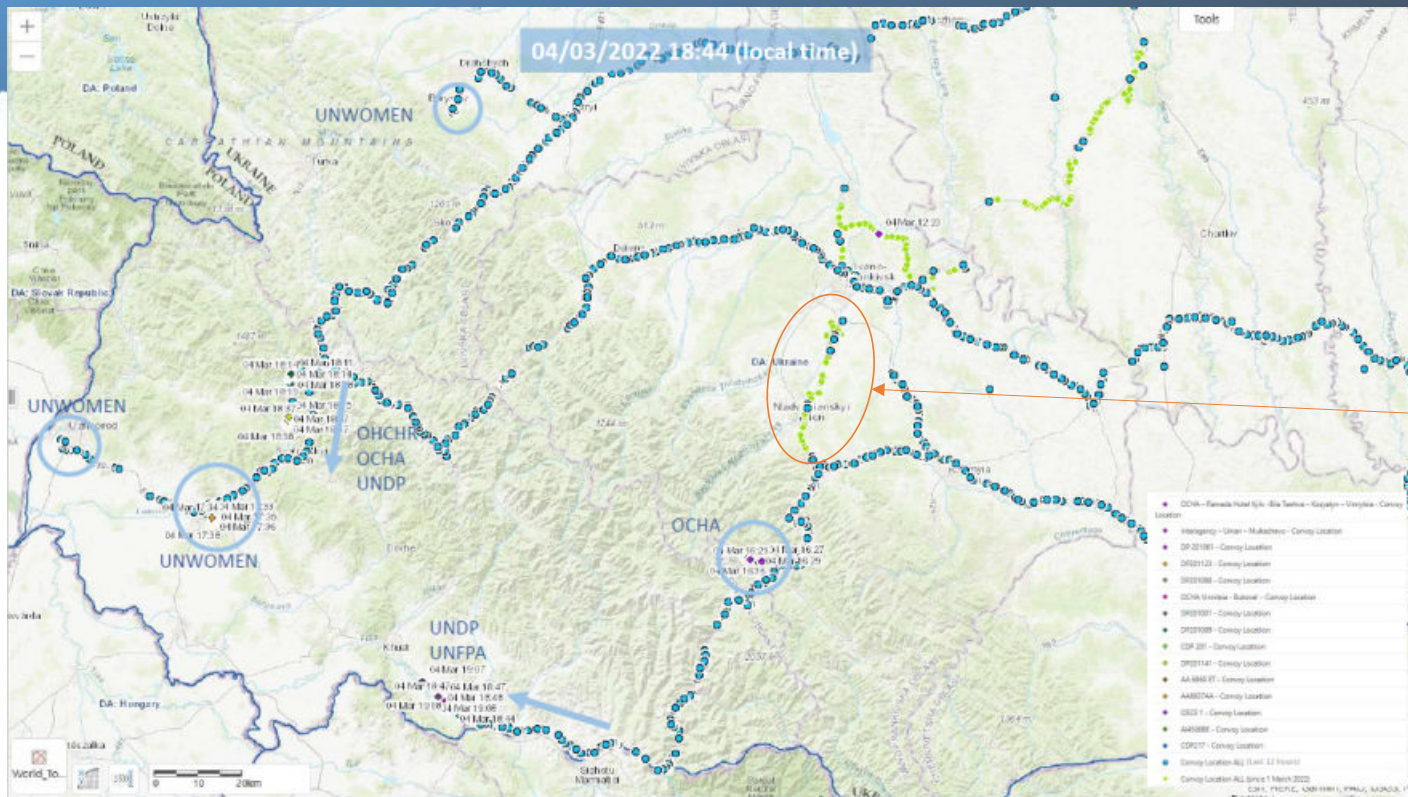
2nd March MOVCON WhatsApp communication

eTA Convoy Tracking Support:

- [illegible]

How eTA supports - UN Personnel Evacuation during Ukraine Crisis

04 March Convoy Movement tracking by eTA



- DSS CommCen and UNOCC lost communication with OCHA convoy for several hours
- eTA still reported their locations with a limited mobile coverage

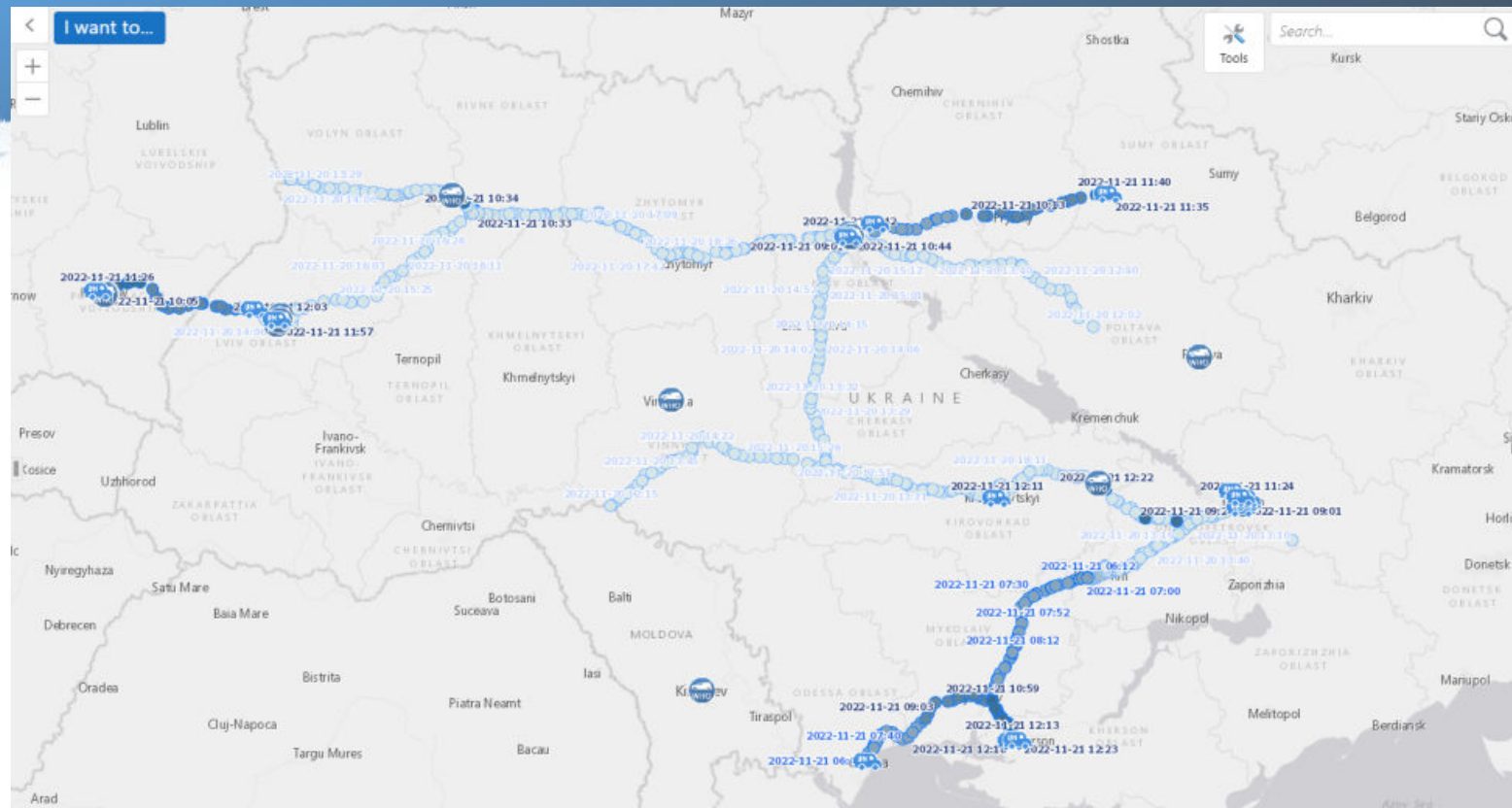
How eTA supports - UN Personnel Evacuation during Ukraine Crisis

Date	# of Convoy Movements	# UN Personnel in Convoy	# of Vehicle in Convoy
1st March 2022	4	302	93
2nd March 2022	5	392	129
3rd March 2022	7	506	146
4th March 2022	6	298	105
5th March 2022	3	103	32



How eTA supports – Humanitarian mission support

- 60+ UN vehicles live tracking in Ukraine
- 1700+ UN vehicles/vessels/UNHAS flights Globally




eTA - electronic Travel Advisory



eTA works everywhere



eTA works for all UN Agencies



eTA enables UN Operates in high-risk areas



Thank you