Haiti Relief Deployment
January - March 2010

Mark Summer - Inveneo
The Need

• Organizations on the ground need Internet-access for logistical coordination, headquarters-field communication, media outreach, etc.

• ISP distribution networks down or unreliable (international gateways working)

• NetHope: A catalyst for collaboration and needs aggregation for 29 of the world’s leading international humanitarian organizations, contacted Inveneo for help providing stable, high-bandwidth access to its members
NetHope / Inveneo partnership

• NetHope
  – needs aggregation
  – logistical support on the ground (through its members)
  – additional technical key partners (ICT Global)
  – funding

• Inveneo
  – technical know-how required
  – experience working in rural, underserved regions
  – equipment and travel logistics
  – additional funding and in-kind support
Deployment Timeline

12 Jan  Earthquake event
13-14 Jan  Coordinate and fundraise with NetHope
14-18 Jan  Preparation and loadout
19 Jan  Transport staff & equipment to Port-au-Prince
20 Jan  Initial on-site survey
21 Jan  First core site installations
22 Jan-5 Feb  Network growth
6 Feb  Rotation of team members
7 Feb-25 Feb  Prioritize network stability over growth
31 Mar  End of network commitment
Preparation / Loadout

- Equipment acquired within 3 days, purchased and donated
- Base funding acquired within 1 week
- Transport logistics resolved on day of departure
- Staff and volunteers worked many hours & over weekends
• Inveneo not funded to maintain disaster readiness: started from ground up
• United Airlines and Airline Ambassadors provided transport (Jetblue & FlightStar charter for 2nd shipment)
• Good logistics and transport coordination support was critical to success
• Good organization is key to working quickly, both tools and gear
• Pre-kitting related components saves time: less to think about on the ground
• It is crucial to have good data about each site in advance
• These small details allowed us to bring up as many as 3-4 sites / day
Field Coordination

- Location confirmation
- Site survey: Details like roof access, transport and power save time
- Multiple contact points and methods require constant attention
- Coordination focal point - admin person
- Comms: SMS, GeoChat, Radio, Google Docs, Google Earth, OSM, email
The Network

- KML Flythrough
- Deployment strategy
- Bandwidth sources
- Hardening of relay points
- Network monitoring
The Network

[Diagram of network connections with various nodes and frequencies.]
The Impact

• “The solution you provided [...] greatly enhanced our ability to communicate in the consistent way we needed and, at a time when voice calls were next to impossible, your link enabled us to call over Skype with excellent quality.”
  -- Barry Pimlott, Concern International

• “Today we had our first Skype call between PROFAMIL in Port-au-Prince and our IPPF/WHR regional office in NYC. Call quality was excellent. This network has brought us closer together, and will make PROFAMIL’s coordination and support much more effective.”
  -- Leslie Varkonyi, IPPF

• “This network has been really useful, as it has allowed our communications staff to have phone conferences with CNN, BBC and others during late hours of the night ... the Inveneo network has been really helpful as our communications are stronger and more reliable.”
  -- Cristian Alfaro, Save the Children
Lessons learned

• Many partners are needed to insure success (NGOs, ISPs, technical, logistical etc.)
• Backend coordination is a big job
• More local on the ground coordination resources would have been helpful
• Rotate initial teams after 2 weeks out
• We could increase response time by 4 - 5 days be being funded and accredited for disaster response work
Next steps for the network

- Continue the network operations as a shared resource for the NGOs in PaP
- Harden network to allow continued operations
- Transition network to local ownership by the NGOs and operations to local technical teams
Next steps for Inveneo

• Focus on connectivity to rural areas
• Building of ICT capacity to operate rural networks
• Identifying, engaging and supporting of local entrepreneurs in rural areas to provide services to NGOs and communities
Questions?
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