

# 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

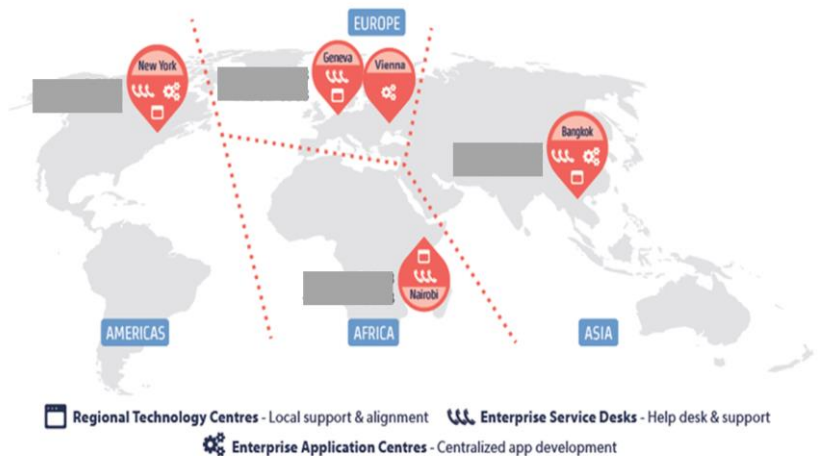
- Harness the potential of information and communications technology to support the work of the United Nations in the areas of peace and security, sustainable development, humanitarian aid, human rights, and international law – ICT Strategy (A/69/517), the General Assembly (A/RES/69/262)

## 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

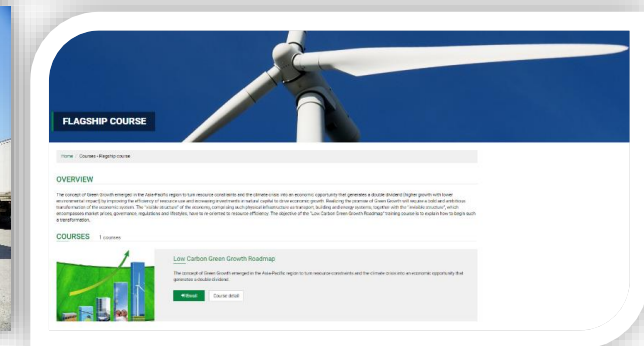
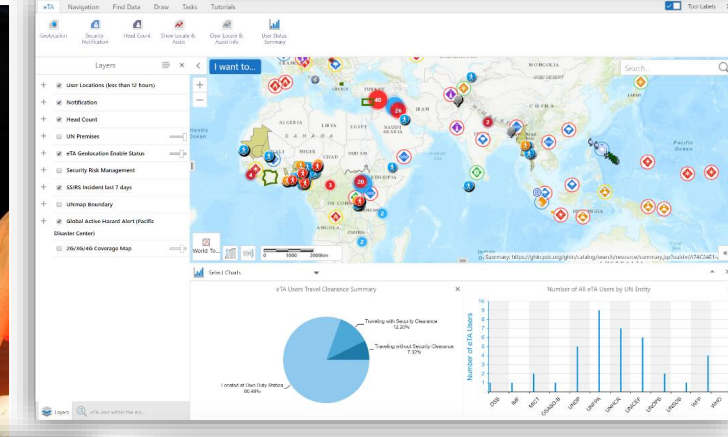
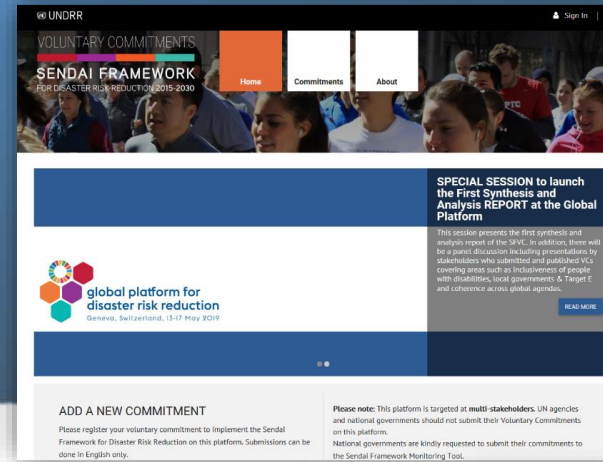
- 2 centers: Bangkok, New York
- Virtual team: 200+ Personnel in Bangkok, New York and Valencia



# 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?



Name	Age	Nationality	Role
Sergio Vieira de Mello	55	Egypt	UNOCI Secretary for Vieira de Mello
Nadia Younes	57	Egypt	UNOCI Humanitarian affairs officer
Fiona Watson	35	United Kingdom	UNOCI Security guard
Jean-Sélim Kanaan	33	Egypt	UNOCI Information assistant
Richard Hooper	43	France	Director of peace and conflict studies at the U.S. Council on Foreign Relations
Muawad Mar'in Char	56	Spain	World Bank
Christopher Klein-Denkman	32	Canada	Canadian
Raham Al-Farra	29	Jordan	Working for a UN subcontractor (Canal Hotel cafeteria worker)
Martha Teas	47	United States	Dive-Interpreter, Christian Children's Fund
Leen Assad Al-Qadi	32	Iraq	Electrician
Rafilo Buenaventura	47	Philippines	
Reza Hosseini	43	Iran	
Ihsan Taha Hussein	26	Iraq	
Basim Mahmud Utawi	40	Iraq	
Raid Shakir Mustafa Al-Nahawi	32	Iraq	
Gillian Clark	47	Canada	
Arthur Holton	54	United States	
Dr. Alqa Ahmad Sa'ada	54	Iraq	
Wahid Saleem Saleh	33	Iraq	
Saeed Herra Abona	33	Iraq	
Omar Kattan Mohamed Al-Orfi	34	Iraq	
Muawad Ahmad Saman al-Jubay	45	Iraq	

Canal Hotel bombing, Baghdad, August 2003

# 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) interface, which is a comprehensive platform for managing security and safety information. The main website dashboard, titled "Safety and Security Information Management Systems", features a grid of 15 system icons: CSD, eTA, GeoHub, LCSSB, PMS, Podcasts, Premises, SCS, SLS, SRM, SSIRS, TA, Training, and TRIP. The dashboard also includes sections for "UNSSS Branding Resources" and "HR and Staff Development Resources".

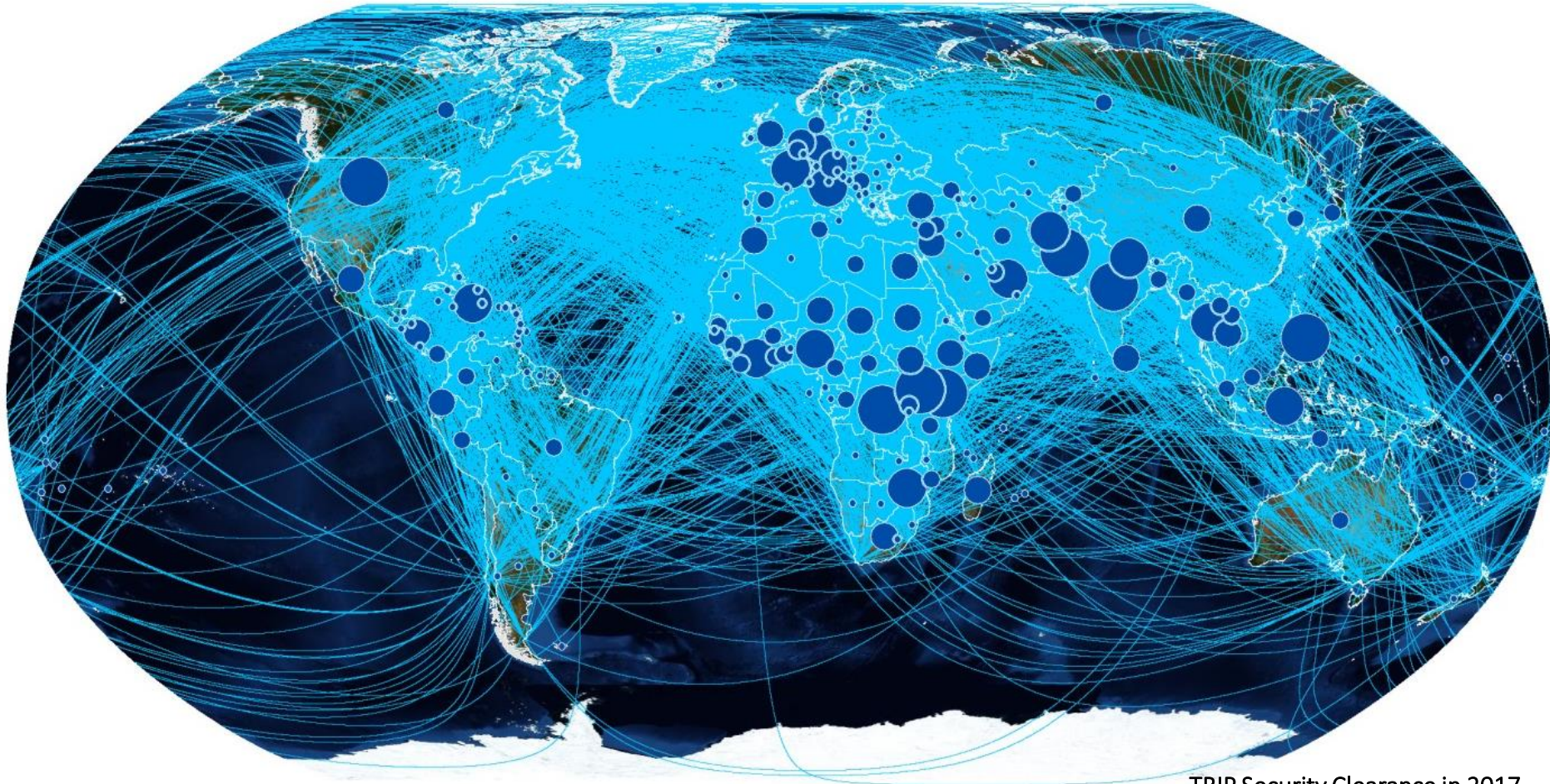
Two mobile applications are shown. The first is a mobile app for "Bangkok City and Vicinities" in Thailand, displaying a map with a red location pin and an "INFORMATION" box titled "Possible traffic blockage". The second is a desktop map application with a "Layers" panel on the left, showing various data layers like "eTA User / Assets Locations", "UNSMIN Data", and "UN Premises". The map displays a world map with numerous colored markers indicating security incidents and assets.

20+ systems, 1 core database, 2 portals, mobile apps

# 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?



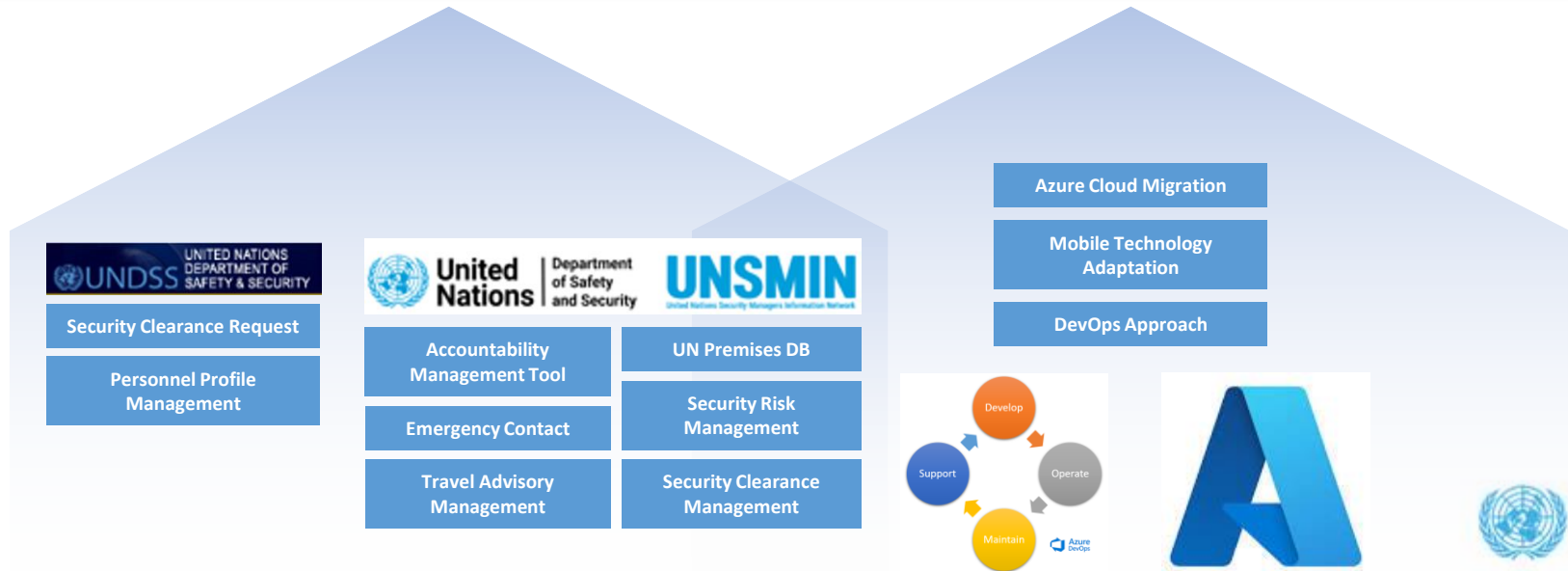
**TRIP**  
**SECURITY CLEARANCES**  
 Manage your trips, travel requests, & security clearances

 **Electronic Travel Advisory**  
 United Nations Enterprise Apps

2006

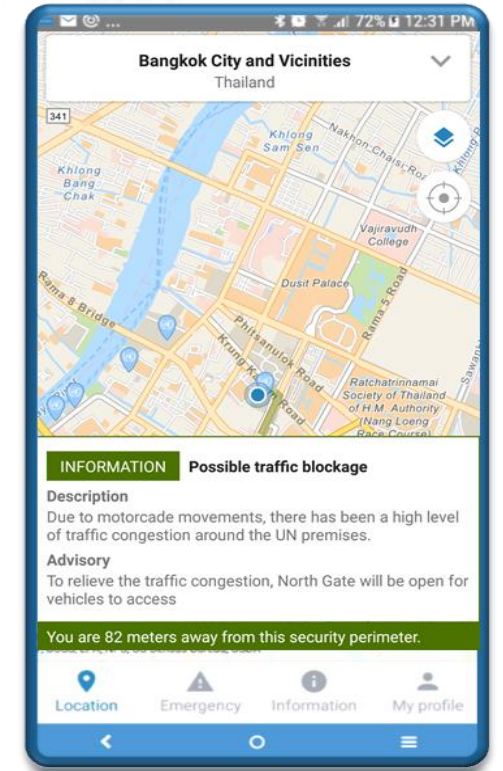
2011

2019



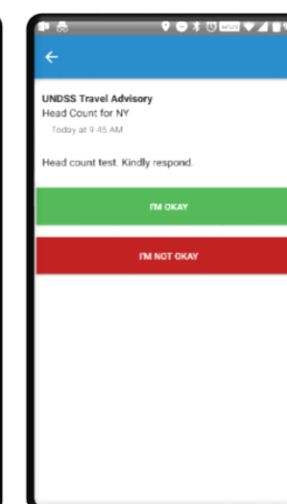
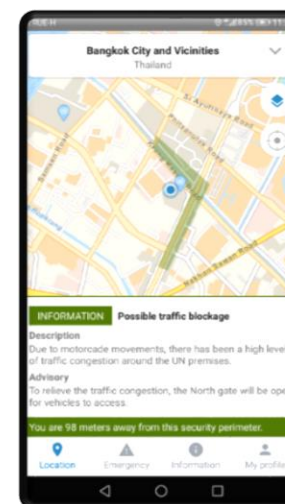
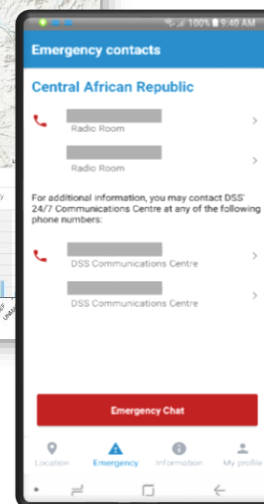
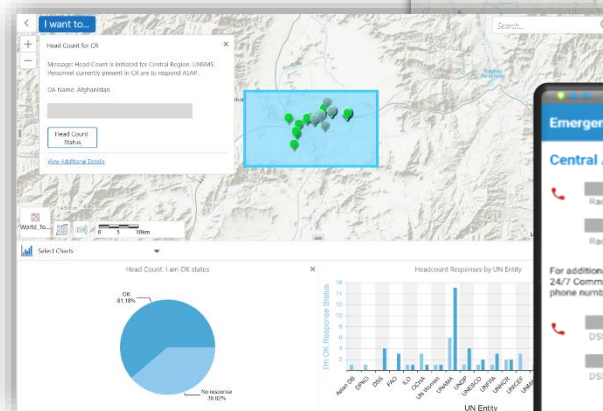
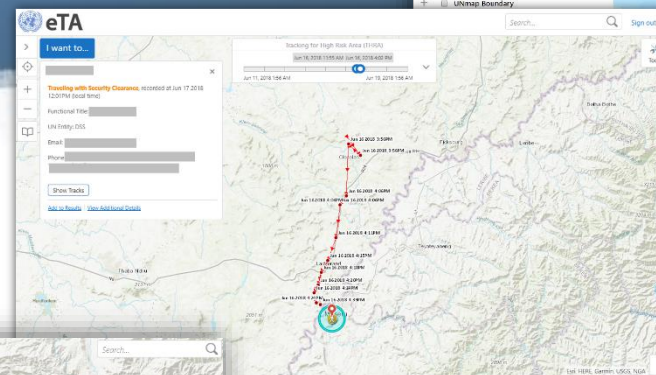
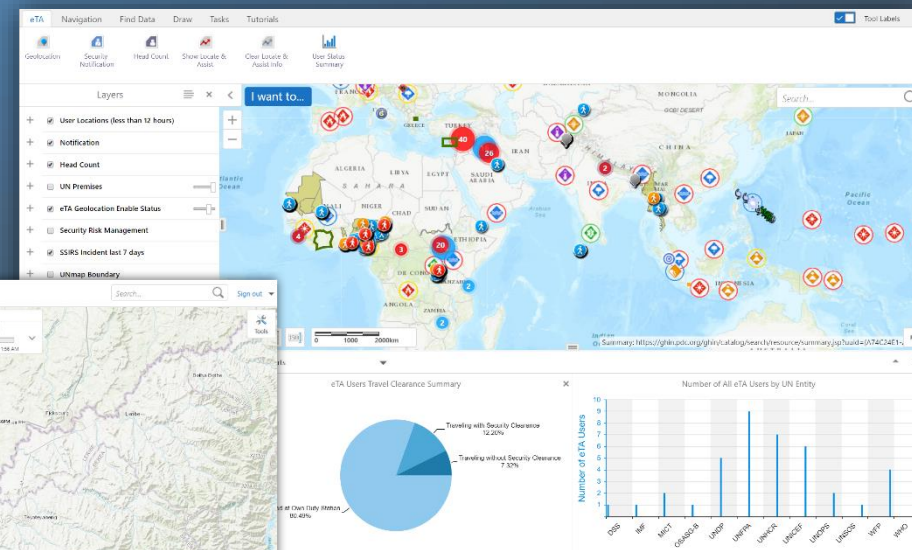
# eTA - electronic Travel Advisory

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

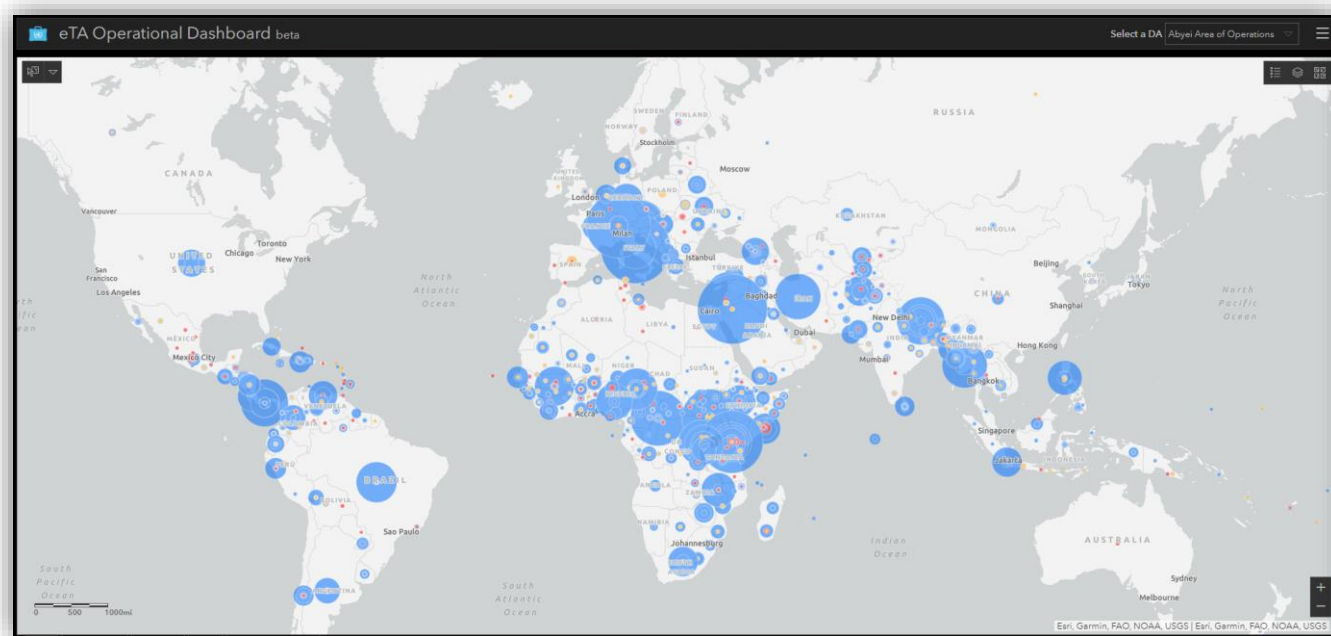


# ETA - Electronic Travel Advisory

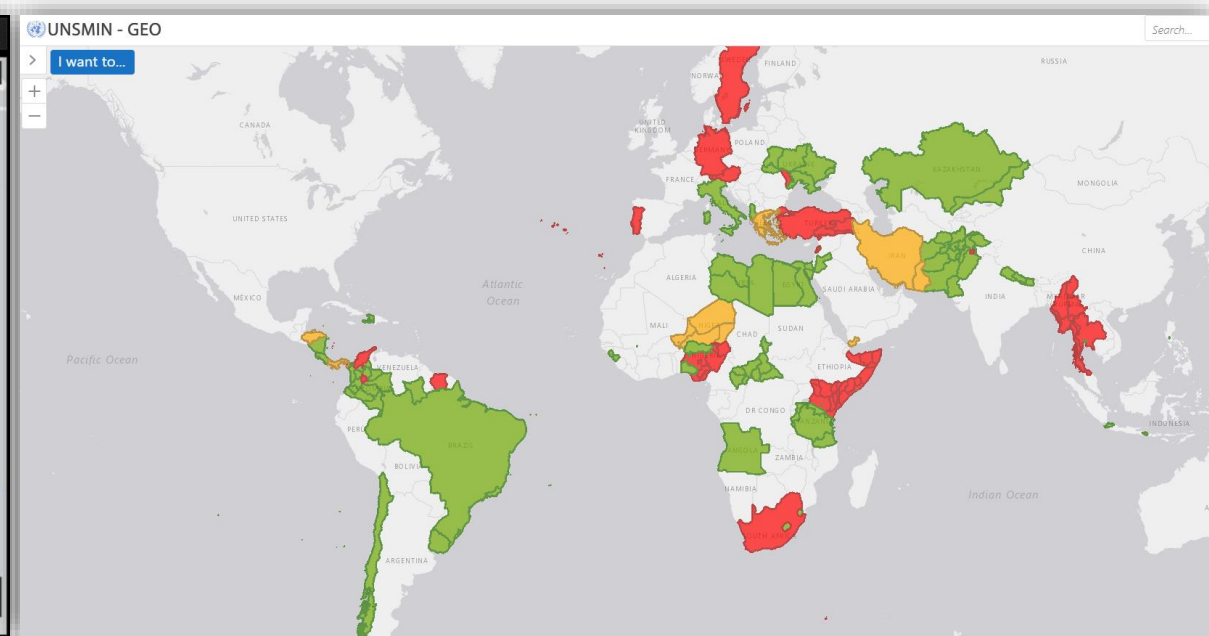
- Location based Travel Advisory for UN Personnel
- Security clearance
- Security notification
- Geo-fencing
- Emergency chat



# Global Presence



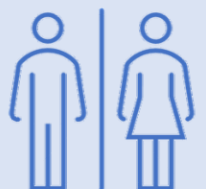
eTA User locations



eTA Messages last 6 months




# eTA Audience



**170,000**  
UN Personnel

**300,000**  
Dependents



**4,000**  
UN Senior Staff with  
Security Responsibilities

### Security Professionals



**600 UN**  
DSS

**1,000 UN**  
Agencies



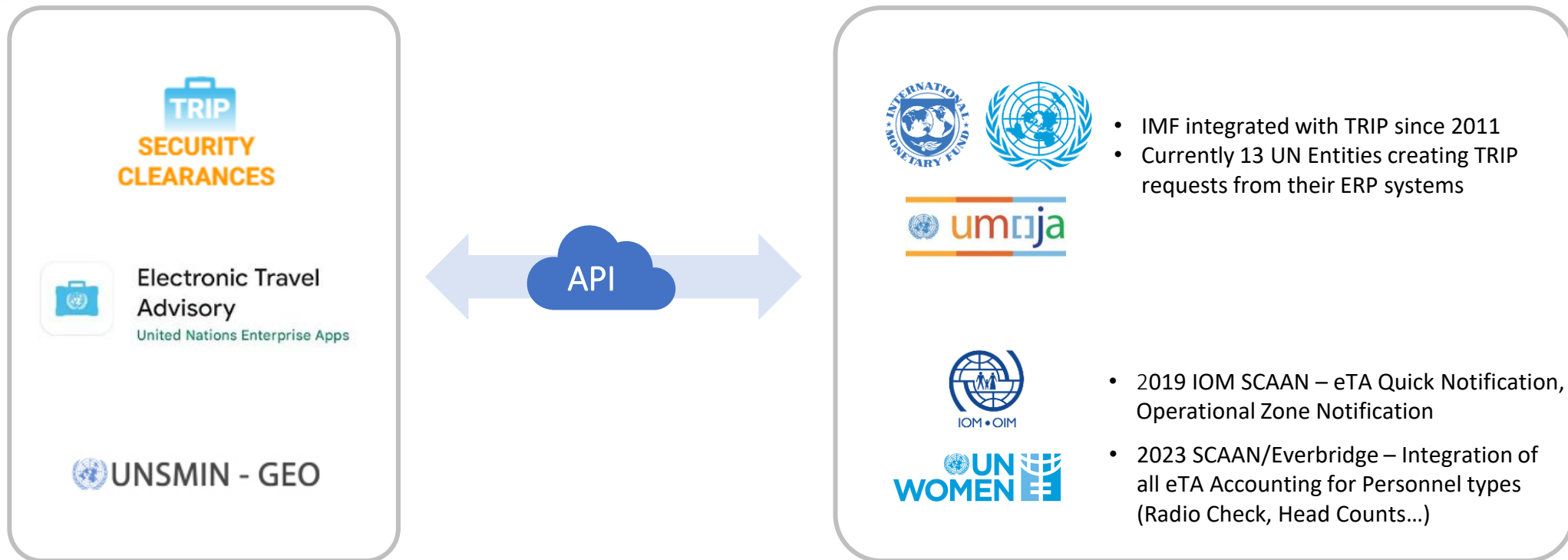
**2,000**  
Peacekeeping



**1,700 SSS**

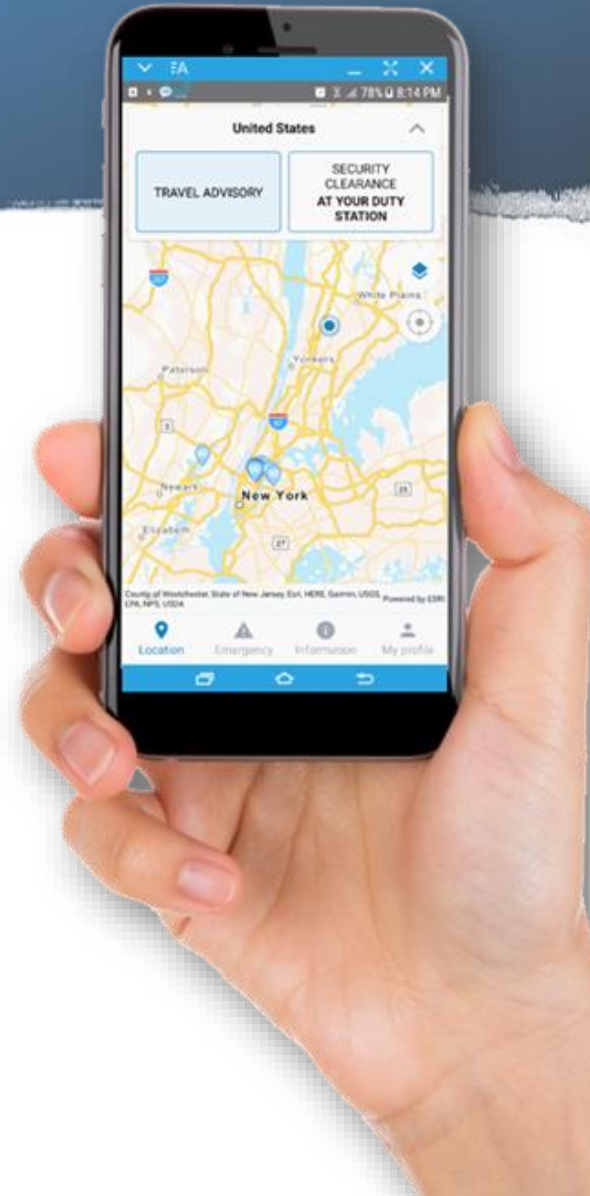
# Integration with other AFPs

“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 for Security Professionals

Search... SEARCH

Home > eTA > eTA Tools

26 August 2022

Welcome, Hwa Saup Lee [Logout](#)

[eTA Dashboard - NEW!](#)  
[eTA Latest Notifications ...](#)  
[eTA Bulk SMS - Pilot Project](#)  
[Accounting for Staff - HowTo video](#)

## eTA new release

The latest version of the eTA is 1.9.0 as of 30 May 2022. Devices running older versions may not work as expected.

Please advise all users of the eTA app to download the latest version as soon as possible.

Users can verify which version is running on their mobile device in the My profile page

### Welcome to the electronic Travel Advisory (eTA) !

Electronic Travel Advisory (eTA) is the new mobile APP that will enable all UN personnel to receive security communications and to access emergency contact information, travel advisories, security clearance status, locations and directions to UN premises and more. It is also a set of GIS and UNSMIN tools that enable UNSMS security personnel to send messages that are tailored to personnel in specific areas, and to locate personnel in cases of emergency.

Currently only authorized UNDSS personnel have access to the eTA Security Management Tools below.

### eTA - SECURITY MANAGEMENT TOOLS



### eTA Documents

- [eTA Aide Memoire](#)
- [eTA Flyer EN](#)
- [eTA Flyer FR](#)
- [eTA Guidelines v1.3](#)
- [eTA QR Code Apple Store](#)
- [eTA QR Code Google Play Store](#)

### eTA tools - SRM Area Setup

[GeoLocation](#)

### eTA tools - Assign Rights

- [Assign Quick Notification Rights](#)
- [Assign Headcount Notification Rights](#)

### Agency Notifications

[Agency Notifications \(new\)](#)

### eTA Diagnostics

[eTA Diagnostic tools](#)

UNSMIN > IMO > eTA Message Plus

https://unsmindss.un.org/IMO/eTA-Message-Plus

SYSTEMS: CINS | CSD | LCCSB | Premises DB | SLS | SSIRS v2 | SRM | Travel Advisory | TRIP

UNDSS UNSMIN United Nations Security Managers Information Network

Home Country Library Integration Project Reports People Finder GeoHub eTA SSIRS IASMN Aviation Coms Cen EO IMO Help

Home > IMO > eTA Message Plus

Welcome, Jankovic@un.org [Logout](#)

13 September 2022

## ETA Message Tool

Select a Notification Type

- Quick Notification**  
Send a message through the eTA App to all UN personnel in a Security Risk Management Area. The importance of the message can be: information, warning or alert.
- Quick Notification with SMS**  
Send a message through eTA and an SMS to all UN personnel in a Security Risk Management Area. The importance of the message can be: information, warning or alert. NB: This module sends SMS messages to phones registered in TRIP profile. Keep in mind that sending SMS's through this module incurs an extra cost.
- Periodic Phone tree exercise**  
Send an eTA message to all UN Personnel a Security Risk Management Area to confirm that they and their dependents are reachable in case of an emergency. This exercise is normally performed quarterly by all AFPF in the DA.
- Security Communications System Check**  
Send a daily Comms Check message through eTA to all UN personnel in a Security Risk management Area to confirm they are reachable. This process is normally only performed in high risk areas and can be performed more than one per day.
- Accounting for Staff Mechanism**  
Send an eTA message to all UN Personnel in a Security Risk Management Area requesting their and their dependents status (Safe / Not Safe) during an emergency.

Create a notification message

Enter the required information below for the notification.

Title (max. 150 characters) \*

Type \*  
 Security Alert  
 Security Warning  
 Information Only

Valid From \*  
 Dec 6, 2017 12:39 PM

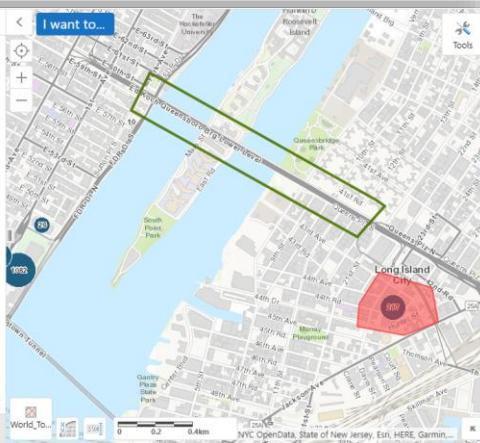
Valid To \*

Description (max. 800 characters)

Advisory (max. 600 characters)

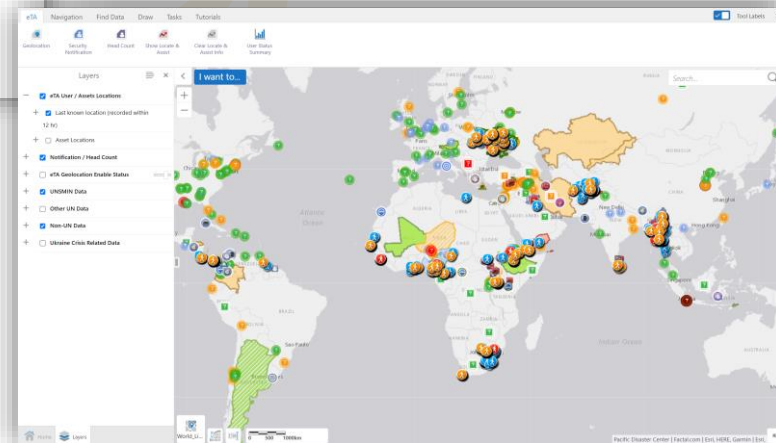
A new notification will be sent out when you click "OK".  
 (\*Please enter all required information)

[OK](#) [Cancel](#)



Navigation: Find Data Draw Tools

Layers: eTA User / Assets Locations, Last known location (recorded within 12 Mo), Asset Locations, Notification / Head Count, eTA Geolocation Enable Status, Other UN Data, Non-UN Data, Display Child Related Data



This message requires your action

In the instance of an emergency, would you and your dependents at the duty station be reachable?  
 eTA Test - Please ignore - PT

[REPLY](#)

In the instance of an emergency, would you and your dependents at the duty station be reachable?

Yes  No

If no, you will be contacted by security

Emergency numbers at your location:  
 +56 2 288-1102  
 Security Control Centre

Make sure your phone's location is enabled!

# eTA Command Center

## Create and send security notification with geofencing:

- Operational zone
- Head Count zone

## Visualize UN Personnel and Assets movement:

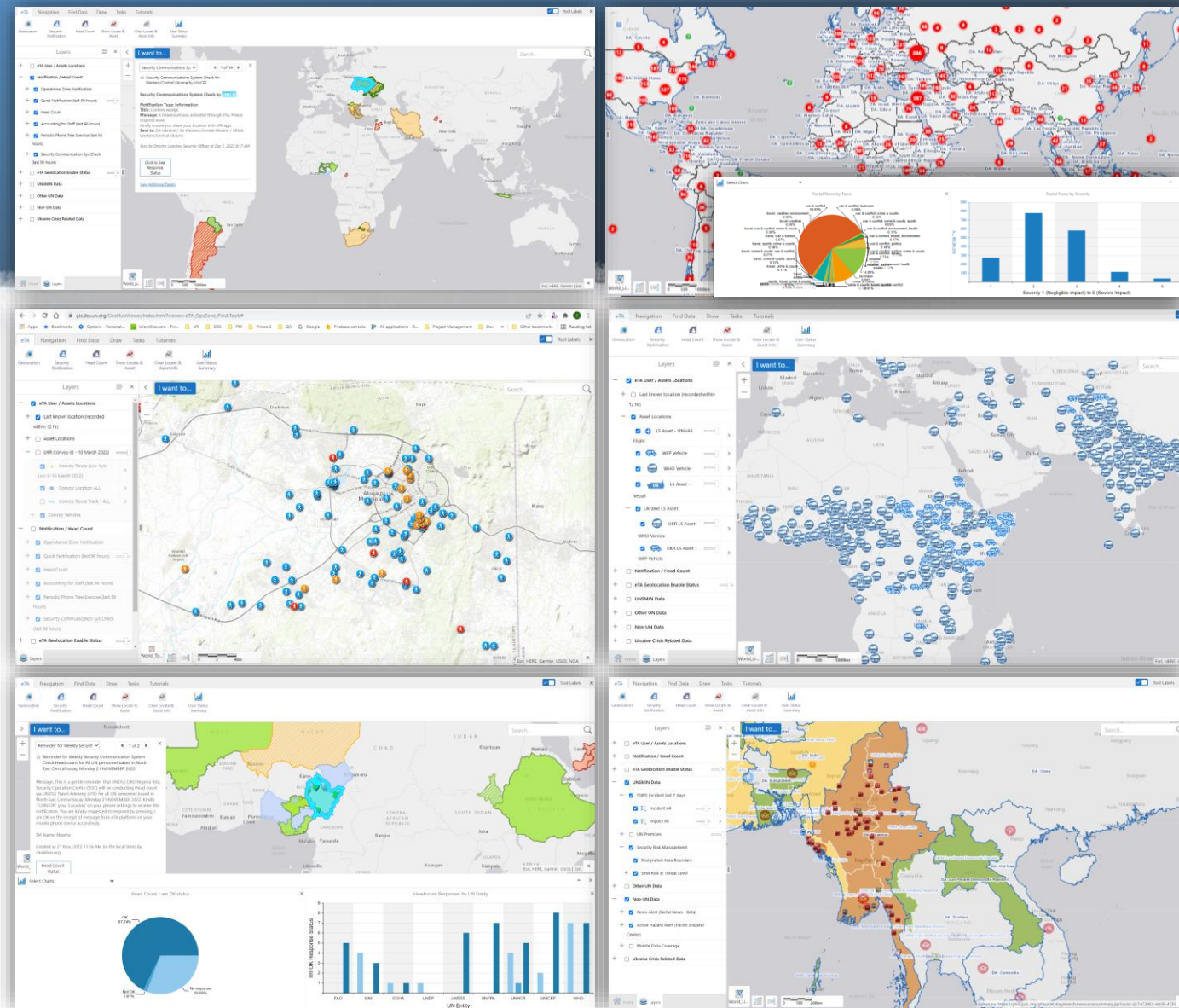
- UN personnel
- UN Assets live locations

## Provide situational awareness:

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

## Provide UN security management related info:

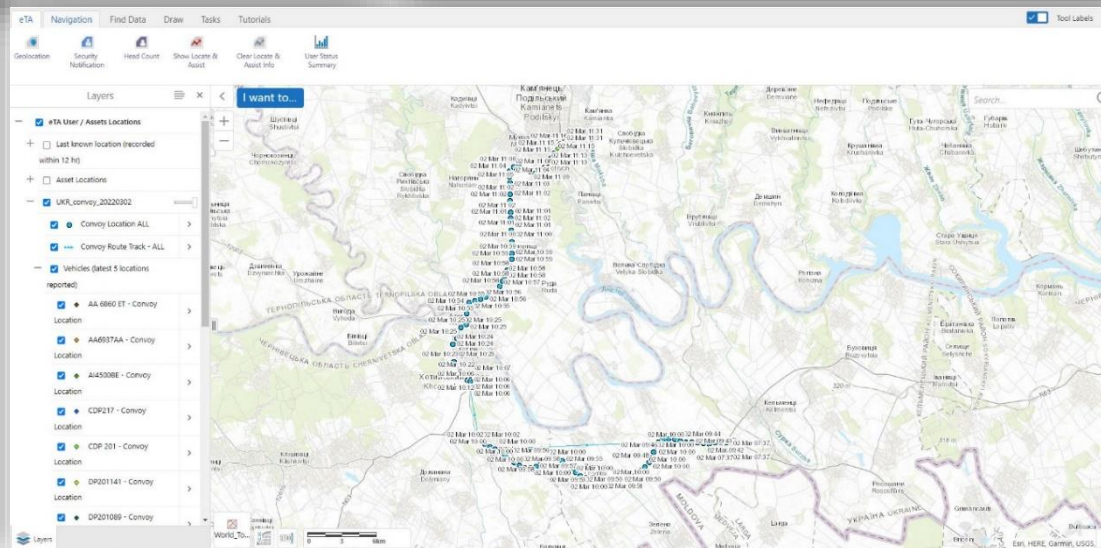
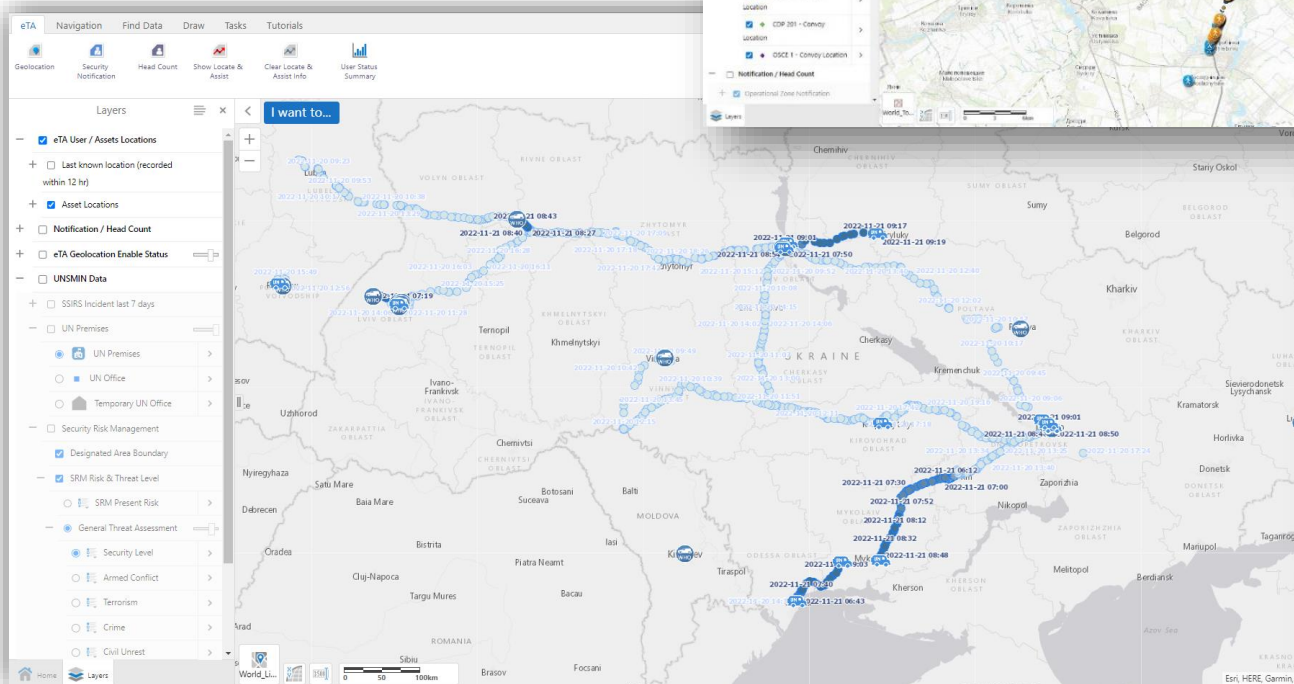
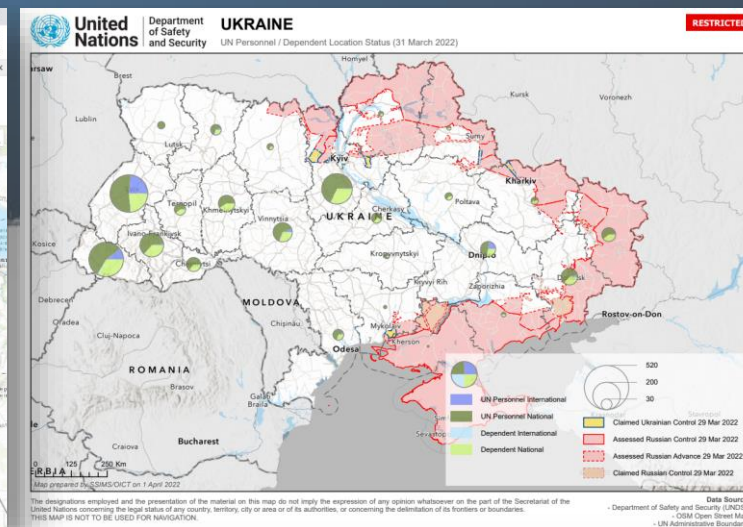
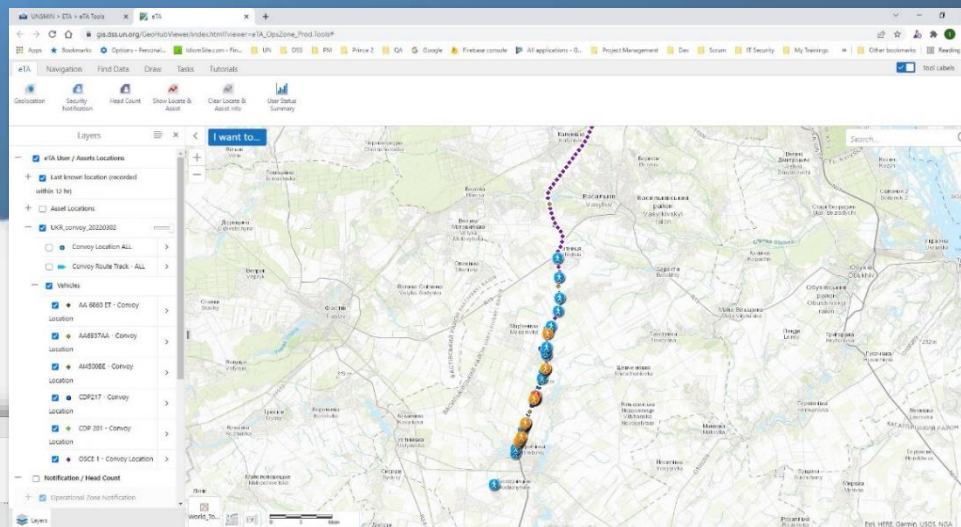
- Security Risk/Threat
- Mitigation measure
- UN Premises/Office locations





# eTA GIS use case : During the Ukraine Crisis

- UN Personnel evacuation convoy tracking
- Humanitarian mission convoy tracking





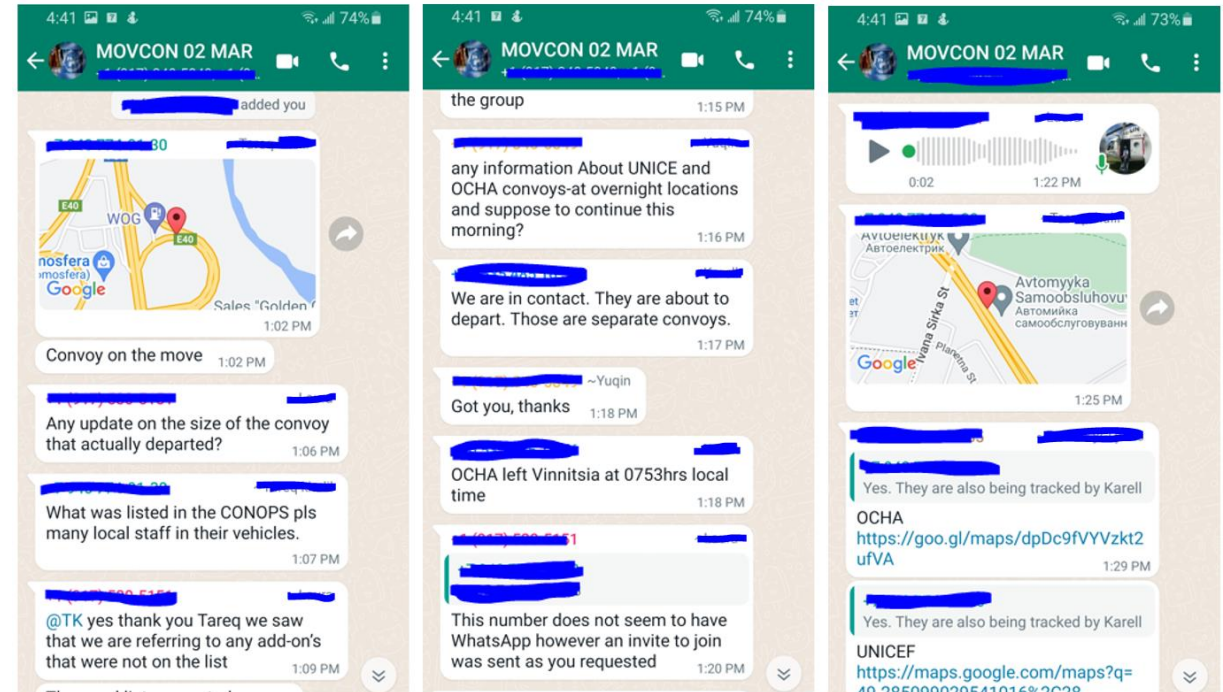
# How eTA supports - UN Personnel Evacuation during Ukraine Crisis

## MOVECON ConOps

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

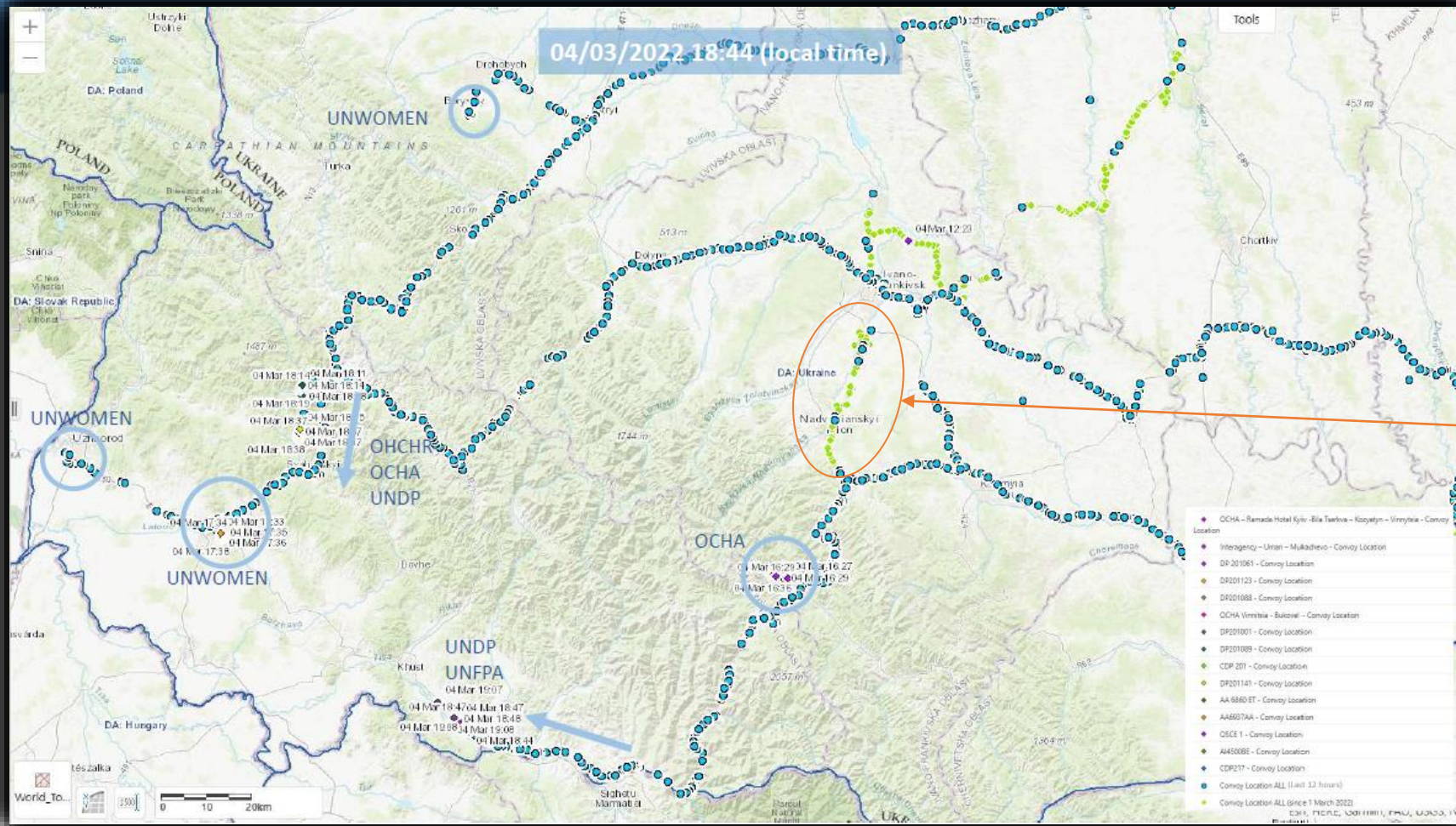


2<sup>nd</sup> March MOVCON WhatsApp communication



# How eTA supports - UN Personnel Evacuation during Ukraine Crisis

## 04 March Convoy Movement tracking by eTA

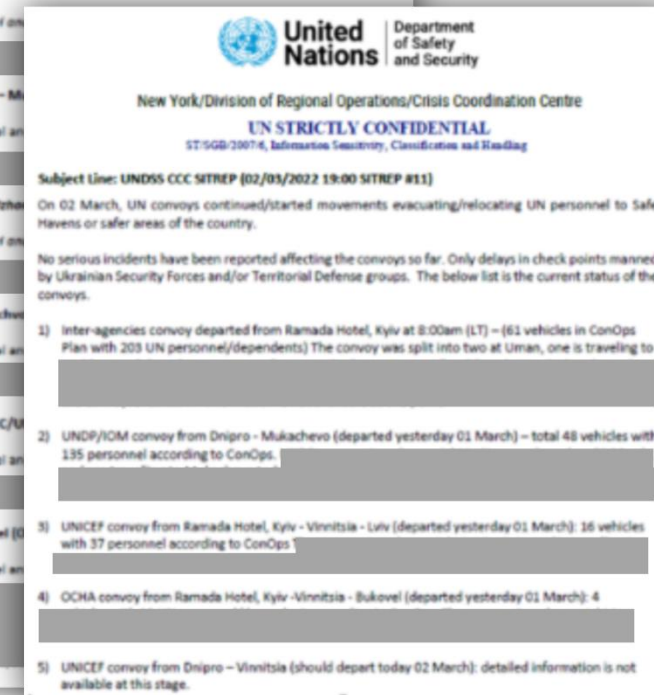
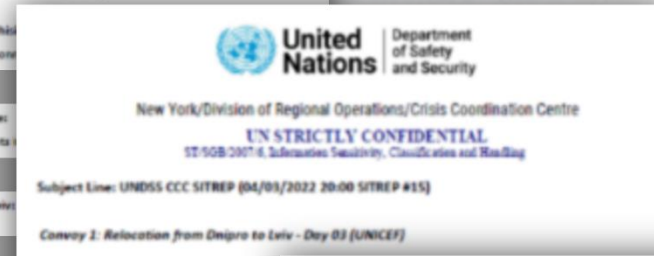
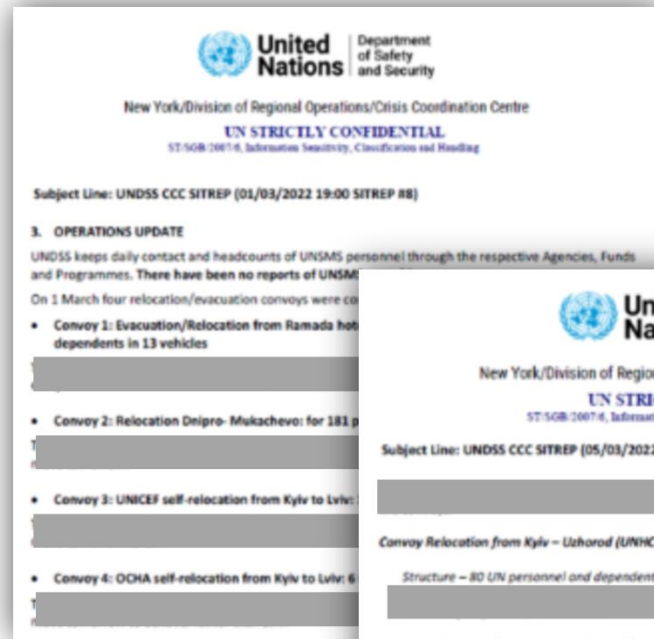


- DSS CommCen and UNOCC lost communication with OCHA convoy for several hours
- eTA still reported their locations with a limited mobile coverage



# 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





# eTA - electronic Travel Advisory

eTA works everywhere

eTA works for all UN Agencies

eTA enables UN Operates in high-risk areas

Thank you