eTA

electronic Travel Advisory

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UN Sider International Workshop
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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

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

“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.”

“Towards a Culture of Security and Accountability”


“….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....”

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

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?

2006

- Security Clearance Request
- Personnel Profile Management
- Accountability Management Tool
- Security Risk Management
- UN Premises DB
- Security Clearance Management
- Travel Advisory Management

2011

2019

- Azure Cloud Migration
- Mobile Technology Adaptation
- DevOps Approach
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

Users by UN Entity (Top 15)
eTA Audience

Security Professionals
- 600 UNDSS
- 1,000 UN Agencies
- 2,000 Peacekeeping
- 1,700 SSS

General Audience
- 170,000 UN Personnel
- 300,000 Dependents
- 4,000 UN Senior Staff with Security Responsibilities
Integration with other AFPs

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

- IMF integrated with TRIP since 2011
- Currently 13 UN Entities creating TRIP requests from their ERP systems
- 2019 IOM SCAAN – eTA Quick Notification, Operational Zone Notification
- 2023 SCAAN/Everbridge – Integration of all eTA Accounting for Personnel types (Radio Check, Head Counts...)

Electronic Travel Advisory
United Nations Enterprise Apps

UNSMIN - GEO

SECURITY CLEARANCES

API

United Nations

Office of Information and Communications Technology
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

The latest version of the eTA is 1.8.0 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 GIT profile page.
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

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
Latest eTA Notifications
Major News Alerts from Factal
Armed Conflict Event Data
Armed Conflict Event Data
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
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:

- Installed and configured eTA mobile app on the site – no special equipment/technician required
- Visualized the convoy movement (100+ vehicles) near real time on the eTA command center
- Provided live view of convoy status to UNOCC, UNDSS CommCen and the convoy mission commander

How eTA supports - UN Personnel Evacuation during Ukraine Crisis
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

<table>
<thead>
<tr>
<th>Date</th>
<th># of Convoy Movements</th>
<th># UN Personnel in Convoy</th>
<th># of Vehicle in Convoy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st March 2022</td>
<td>4</td>
<td>302</td>
<td>93</td>
</tr>
<tr>
<td>2nd March 2022</td>
<td>5</td>
<td>392</td>
<td>129</td>
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<tr>
<td>3rd March 2022</td>
<td>7</td>
<td>506</td>
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<tr>
<td>4th March 2022</td>
<td>6</td>
<td>298</td>
<td>105</td>
</tr>
<tr>
<td>5th March 2022</td>
<td>3</td>
<td>103</td>
<td>32</td>
</tr>
</tbody>
</table>
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