



OCHA'S EMERGENCY RELIEF COORDINATION CENTRE

The ERCC was designed with two purposes in mind: first, to provide for close collaboration between internal and external actors involved in a major humanitarian emergency relief coordination effort. Secondly, the ERCC has the capacity to serve as an OCHA Situation Centre providing updates on humanitarian relief activities worldwide.

DESIGN:

The Centre consists of three separate rooms:

- **The main ERCC Team coordination room.**
- **A smaller conference room capable of serving as a second task force room.**
- **A technical room to control all the technical capacities and capabilities of the Centre.**

1. ERCC Team Room

The room has been constructed to serve two functions:

- **Provide capacities for an OCHA ERCC Team involved in a humanitarian emergency response to enhance communications and information exchange between all the internal functional areas involved in the coordination effort.**
- **Support interagency-coordination by providing a state-of-the-art multimedia platform with advanced communications facilities capable of connecting with all actors in the relief effort.**

Consequently, the room has been equipped as follows:

- **Nine work stations, comprised of a networked laptop computer and dedicated phone.**
 - **May be expanded to include additional work stations.**
- **An advanced multimedia/communications system comprising:**
 - **One large (2 m) front projection screen flanked by two smaller plasma screens. The large screen can be subdivided into as many as four viewing windows to present different sources of information/data. (In total, up to six video signals may be displayed simultaneously.)**
 - **A multimedia conference system, capable of standing alone but also connected to UNOG's conference bridge. This allows for advanced multi-site video teleconferences, while also allowing simpler single-site conferences to be established by the users of the ERCC.**
 - **The video system can display information from multiple sources including computer (Internet) systems, Cable-TV channels, and DVD/VHS.**
 - **A high quality conference telephone to support multi-party audio teleconferences.**
- **The lights and all electronics can be controlled from an easy-to-use control panel on the conference table, while technicians in the control room have access to the full technical capabilities of the Centre.**
- **The walls have been covered with a special acoustic material to enhance sound quality and minimize echoes.**

2. Conference Room

The secondary conference room has been equipped with a smaller wall-mounted video teleconference system, capable of displaying teleconferences and/or computer output. The system is designed to be self-contained, but can be controlled from the technical room. The room also has many of the same features as the TF Room. This room provides the capability for OCHA Geneva to mount two response coordination teams simultaneously.

3. Technical Room

The Technical Room has the capability to control all the technical capabilities of the Centre. It also controls all the lighting and ventilation systems.

Overall capabilities

The ERCC is fully heated/air-conditioned and has an uninterruptible power supply utilizing back-up power generators. The Centre has wireless Internet connections (WIFI), a printer/copier/scanner, colour printer and fax. A plotter and other specialized equipment are readily available. Full-color wall maps can be produced in a near-by facility.