

{TESS+}

Telecommunications Security Standards

- Service Charter -

This updated {TESS+} Service Charter is formally endorsed by the IASMN (Interagency Security Management Network) and ETC (Emergency Telecommunications Cluster) (Feb 2022).

version V4.3 – 22 Feb 2022

Appendixes:

Appendix A: TESS/{TESS+} Business Case (as endorsed by the IASMN June 2020)

Appendix B: TESS/{TESS+} 2019/2020 budget expenditure analysis

Consultations:

“{TESS+} Future” ad-hoc Consultative Group
including the {TESS+} Interagency Steering Group and IASMN representatives);
IASMN Technical Advisory Group (IASMN TAG);
IASMN Steering Group;
Emergency Telecommunications Cluster (ETC).

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including input from WFP, UNDSS, IASMN Steering Group and IASMN

Revisions

Versions	Date Modified	Comments
Version 4.0a	21 January 2021	Original version – Endorsed by IASMN (Jan 2021)
Version 4.1	26 October 2021	Amendments reflect IASMN endorsed long-term funding and additional clarifications on service delivery accountability and responsibility, submitted to and supported by the IASMN Steering Group (Nov 2021)
Version 4.2	31 January 2022	Amendments were submitted to and endorsed by the ETC (Emergency Telecommunications Cluster), and submitted to the IASMN (Feb 2022)
Version 4.3	22 February 2022	After consultation with the IASMN, minor edits/clarifications were inserted. This final version is now officially endorsed by the IASMN and ETC (Feb 2022)

1. Executive Summary

This document provides an overview of the {TESS+} (Telecommunications Security Standards) services, summarizing the “why-who-what-how” including the requirements, mandate, key services, governance, accountability, oversight and reporting, the service model, staffing, funding, ...

As such, this document provides the baseline for the institutionalized {TESS+} service, similar to what “the TESS Project Charter” (as endorsed by the IASMN in Jan 2019) provided for the TESS project.

This document is based on the “{TESS+} Programme of Work”, as endorsed by the IASMN in Jan 2020, adapted with subsequent additional feedback collected in a consultative process.

The main input was provided by the ad-hoc “{TESS+} Future” consultative group consisting of the {TESS+} Interagency Steering Group members and IASMN representatives.

The first version of this Charter was endorsed by the IASMN in Jan 2021.

To adopt the agreements reached in converting TESS (as a project) into {TESS+} (as a permanent service) inputs from the UNDSS, WFP, {TESS+} Interagency Steering Group, ETC, IASMN Steering Group and IASMN were adopted into this final version.

2. Background and mandate

Interagency standards for UN Security Communications Systems (SCS) were initially established in the late 1990s by UNSECOORD and an informal interagency technical working group, consisting of UNHCR, UNICEF, UNDPKO and WFP. These standards were expanded and forming part of the Minimum Operational Security Standards (MOSS) as outlined in the Field Security Handbook of 2006, which preceded the Security Policy Manual (SPM) and the Security Management Operations Manual (SMOM).

In 2009, reference was made to the standards within the MOSS Policy as part of the SPM. At that time, guidance was provided by the Working Group on Emergency Telecommunications (WGET).

With subsequent amendments to security policies and the revision of the Security Risk Management Policy which took into account MOSS and security risk management measures, specific responsibilities for security communications were not identified nor afforded to any entity.

The TESS Project

As of May 2018, at the request of the Interagency Security Management Network (IASMN, chaired by UNDSS) and the Emergency Telecommunications Cluster (ETC, chaired by WFP), a new interagency collaborative project, called Telecoms Security Standards (TESS), was formed to re-standardize the SCS for both existing and future purposes.

Coordinated by WFP, TESS worked in collaboration with all UN entities (represented through the IASMN), in consultation with NGOs (represented through the ETC), individual communications and security experts, and the private and public sector.

The conversion of TESS to {TESS+}

In January 2020, the IASMN and ETC endorsed the conversion of TESS, as a project, into {TESS+}, a permanent and institutionalized support service to the UN Security Management System (UNSMS) and NGO community, as of July 2020, with a mandate, budget, service deliverable and governance structure similar to TESS.

The TESS and {TESS+} mandate

In July 2018, UNDSS issued a communiqué, endorsed by the ETC and the IASMN, mandating TESS to provide clear recommendations on the standardization of future UN security communications systems (connectivity, applications and procedures) and to inform UNSMS decision makers and stakeholders to streamline their field investments for future security telecommunications services.

In January 2020 the IASMN agreed, endorsed by the ETC, to extend the TESS mandate to {TESS+} as a permanent, institutionalized service. Beyond its mandate for longer term standardization on SCS systems, {TESS+} is to provide active field support, guiding and assisting the UNSMS in establishing pragmatic and cost effective SCS solutions.

As such, {TESS+} is the primary global focal point for guidance and support on SCS in the UNSMS (UN Security Management System) and NGOs, working closely with Communications/ICT technical personnel of UNSMS organizations through the ICT Working Groups (ICTWGs), and security personnel of the UNSMS and NGO stakeholders.

At the country level, UN entities are strongly encouraged to adopt, implement and use the {TESS+} recommendations and guidance.

Common SCS systems versus intra-agency ICT systems

As mandated, {TESS+} only supports common SCS systems, and does not cover intra-agency operational communications systems, applications nor procedures, which remain within the authority of the ICT divisions of the UNSMS organizations.

3. {TESS+} requirements and key services

Requirements:

The UNSMS and NGO community recognized the TESS project was a "catch-up exercise". By the time the project ended in June 2020, the IASMN and ETC agreed TESS should be properly institutionalized as a permanent support service, "{TESS+}", in full collaboration with all stakeholders.

As such, the key business requirement is for {TESS+} to provide continuous guidance and support on SCS for the UNSMS (UN Security Management System) and in a more limited capacity to NGOs (see chapter 11).

The {TESS+} key services:

1. Normative services:

- a. Standards design: Provide global technical and procedural (security) standards and guidance for the UNSMS through the design, testing and adoption of current and future technologies ensuring a standardized and well-adopted fit-for-purpose SCS architecture;
- b. Standards documentation: Ensure the SCS standards are adequately documented through global standards documents, manuals and training courses designed for field technical support personnel, security personnel as well as for the users and operators of the SCS;
- c. Assessments and monitoring: Assess the existing field SCS and recommend concrete improvements through remote support or onsite missions. Continuously monitor the status of the recommendations' implementation, and the overall status of the field SCS;

2. Field support services:

- a. Standards implementation support: Provide hands-on remote or onsite technical guidance, training and capacity building to support the field-based UNSMS in the implementation of the SCS assessment recommendations;
- b. On-demand support: Provide hands-on remote or onsite technical support to resolve more complex technical or procedural SCS issues, for which a field UNSMS or technical team has insufficient capacity or knowledge.

3. Operational process support:

This is not a key service delivery but defines how the {TESS+} operations are organised in order to deliver the key services.

- a. At a global level: facilitate and operationally coordinate all {TESS+} global services in close collaboration between the SCS technical service providers (UNICEF, UNHCR, OICT/DOS, WFP and ETC) and the main service clients (UNDSS, IASMN, NGOs – represented through the ETC);
- b. At a field level: facilitate and operationally coordinate all {TESS+} field services, in close collaboration with the UNSMS and the technical service providers at local, regional and HQ level.

The {TESS+} Service layers:

The {TESS+} key services are based on three service layers. Each layer builds on top of the other, starting from the connectivity layer:

a. Connectivity layer:

This layer defines the connectivity, the hardware components of the SCS, providing reliable telecommunications tools supporting staff security and safety.

b. Applications layer:

Based on the connectivity layer, this element, the software or data components of the SCS, defines which applications should be used.

c. Procedures layer:

Based on the previous two technological layers, this element defines and supports the UNSMS security and safety procedures and policies needed to ensure technologies are properly translated into standardized tools used by the UNSMS.

4. {TESS+} governance, accountability and oversight

The overall {TESS+} governance model

{TESS+} follows a consultative process defined as Responsible, Accountable, Consulted and Informed (RACI) governance model, described below:

- R (Responsible): Those who do the work to provide the services, or delegate the services while supervising the delivered services
- A (Accountable): The entity (or entities) ultimately answerable for the service deliverable or execution of the tasks.
- C (Consulted): Those entities whose input is sought in a collaborative process.
- I (Informed): Those entities which are kept informed of the progress and deliverables.

The RACI components are defined for each of the {TESS+} key services' components (cfr Chapter 3).

The key entities and their roles within the {TESS+} governance model

- **IASMN (Inter-agency Security Management Network) - *functional oversight***
The IASMN assembles all UNSMS stakeholders, chaired by the UNDSS USG. Any input to the IASMN is routed first via the IASMN Steering Group, a subgroup of the IASMN. The IASMN has different working groups, which have interactions with {TESS+}, such as the IASMN TAG (Technology Advisory Group), and the Working Group on SCS Guidance and Procedures. The IASMN shares functional oversight over {TESS+} with the ETC.
- **Emergency Telecommunications Cluster (ETC) - *functional oversight***
The ETC is a humanitarian cluster entity, which comprises of a global network of humanitarian organizations (both UN and non-UN) that work together to provide shared communications services in humanitarian emergencies. The ETC lead agency is appointed by Inter-Agency Standing Committee (IASC). Within {TESS+}, the ETC represents the NGOs. The ETC shares functional oversight over {TESS+} with the IASMN.
- **{TESS+} Coordinating Agency (CA) - *administrative support***
This entity is a UNSMS organization designated by the IASMN to host the {TESS+} service through the provision of administrative support to the {TESS+} services, while the functional oversight remains with the chairs of the IASMN and ETC. WFP is the current {TESS+} CA.
- **{TESS+} Senior Programme Manager (SPM)**
The SPM is appointed by the CA as the overall {TESS+} coordinator and facilitator, and responsible for the {TESS+} service delivery and operations.
The SPM is recruited by and administratively reports to the CA. With WFP appointed as the

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