

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #1

Mali Crisis

Reporting period 13/04/2012 to 26/04/2012

Author: Caroline Teyssier

Background:

- Following the coup d'état in Bamako on 22 March, armed groups took control of the northern part of the country including Kidal, Gao and Timbuktu cities. UNDSS and WFP conducted an assessment in Bamako and Mopti. The assessment found major gaps in the security telecommunications that require substantial augmentation. Existing VHF infrastructure has been compromised in the north of the country and networks are being utilized by non-humanitarian groups.
- David Gressly, recently appointed Regional Humanitarian Coordinator for the Sahel arrived in Bamako and organized a first meeting on Tuesday 24 April to exchange information regarding humanitarian operations in the country.
- Mopti is likely to be an operational hub for humanitarian activities.

Cluster Responsibilities:

- WFP is leading ETC activities in Mali with responsibility for coordination, implementation and overall operation support for common ICT services.

Activities/Achievements:

- An ETC Coordinator was deployed on 13 April 2012.
- The launch of a Flash or Consolidated appeal has not been confirmed yet but is expected and planning is underway.
- A request for CERF funding for ETC activities was submitted on Monday 23 April.
- An ETC Working Group meeting was held on Monday 16 April. The ETC Coordinator and UNDSS also bilaterally discussed the frequencies issue and security telecommunications system in the country.
- WFP conducted an IT Emergency Management Field training on 24 & 25 April. 16 representatives from 13 different organizations participated to the training.
- The ETC assessment has identified security telecommunications and Data and Voice connectivity requirements in 3 locations: Bamako, Mopti and Gao.
- The Government of Luxembourg has committed to deploy the emergency.lu solution in 2 locations.

Challenges and Gaps:

- The northern part of the country is not accessible. UN Staff were evacuated in the north, leaving behind all equipment.
- Assessment is been conducted to determine whether and/or when access to Gao and Mopti can be authorized.

Planned Activities:

- The ETC is planning to support humanitarian organizations in 3 common operational areas:
 - Bamako: upgrade of the common security telecommunications system and COMCEN,
 - Mopti (when access authorized): establish MOSS compliant COMCEN, full security telecommunications systems and data communications; and
 - Gao (when access authorized): establish MOSS compliant COMCEN, full security telecommunications systems and data communications.
- Equipment is on his way to be prepositioned in Bamako, ready to be deployed in Mopti and Gao when accessible.
- The response plan is for an initial 6 months. The concept of operation is available on the ICT HEP Mali forum: http://ictemergency.wfp.org/group/ictopr/forum/-/message_boards/category/325803 .
- Data connectivity and Voice telephony services are planned to be provided with the standard ETC solution using emergency.lu and WIDER¹.
- A dedicated radio trainer will be organising radio training for humanitarian staff, radio operators and drivers. More information will be sent in due course.
- If required, ETC operations may be expanded to locations such as Keyes, Kidal and Timbuktu.

Meetings:

Global ETC Information Sharing teleconferences for the Mali will be scheduled based on the situation on the ground

The next Global ETC teleconference will be held on Friday 27 April 2012 at:

0900 New York
1300 UTC
1300 Bamako/Dakar
1500 Rome/Geneva
1700 Dubai

Dial-in instructions:

- 1) Call +39 066513 3344
- 2) Enter the personal code 267200 followed by #
- 3) If you are the first caller, a message will notify you. Please remain on the line.

¹ The ETC standard solution integrates “emergency.lu” consisting of a VSAT ground station [either a regular VSAT terminal or an inflated balloon (rapid kit)] and satellite communications; and the Ericsson Response WIDER, a secure local wireless solution to extend connectivity, are, when assembled, able to provide Internet Connectivity and Voice telephony services to the humanitarian community.

Staff in the Operation:

NAME	TITLE	LOCATION	MOBILE	ETA	ETD
Ivan Thomas	ETC Coordinator	Bamako	+221 77 644 9860	13/04	
Kadidia Sako	ICT Officer	Bamako		n/a	n/a

Status Matrix:

LOCATION	AGENCY	REPEATER	DATA	VOICE	RADIO ROOM	ICT SUPPORT STAFF	SHARED SERVICES
Bamako	WFP	WFP Channel 4/5, UN Call channel 1 used as security channel , UN Chat channel 2 /HF	FoodSAT - C512, local ISP -256 kbps	FoodSat, GSM, Thuraya, Landline	08/5	Kadidia Sako, Ismaila Guisse, Mamadou Keita	
	UNDSS	UN Call channel 1 used as security channel ,UN Chat channel 2 /HF		VSat, GSM, Thuraya, Landline	24/7	Roland Moluh, email : Roland.Moluh@undp.org	
	UNICEF	UNICEF Channel 4/3, UN Call channel 1 used as security channel ,UN Chat channel 2 /HF					
Mopti	WFP	WFP Channel 4 / HF	FoodSAT - D32, local ISP -256 kbps	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	HF shared with UNICEF. UNICEF in the same compound w\WFP VSAT acts as backup
	UNICEF		local ISP -256 kbps	FoodSat, GSM, Thuraya, Landline		No ICT staff	
Gao	WFP	WFP Channel 4 / HF	BitSat 64kbps/CIR 5:1	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	
Kayes	UNICEF		local ISP -256 kbps	FoodSat, GSM, Thuraya, Landline		No ICT staff	
	WFP	WFP Channel 4 / HF	FoodSAT - D32, local ISP -256 kbps	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	
Timbuktu	WFP	WFP Channel 4 / HF	BitSat 64kbps/CIR 5:1	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	
Kidal	WFP	WFP Channel 4 / HF	BitSat 64kbps/CIR 5:1, local ISP 64kbp	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	
Segou	UNICEF		Local ISP Orange (256kbs)	GSM, Landline		No ICT staff	
Koulikoro	UNICEF		Local ISP Orange (256kbs)	GSM, Landline		No ICT staff	

Acronyms:

ER	Ericsson Response
ERC	Emergency Relief Coordinator
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
HC	Humanitarian Coordinator
HCT	Humanitarian Country Team
HEP	ICT Humanitarian Emergency Platform
ICT	Information and Communications Technology
LUX	La Direction de la Coopération au Développement (Luxembourg)
NGO	Non-Governmental Organization
OCHA	UN Office for the Coordination of Humanitarian Affairs
RB	WFP Regional Bureau
UNDSS	United Nations Department of Safety and Security
UNICEF	United Nations Children's Fund
VSAT	Very Small Aperture Terminal (Satellite ground station)
WIDER	Ericsson Wireless Local Area Network in Disaster Emergency Response
WFP	UN World Food Programme

ICT Humanitarian Emergency Platform (HEP) links:

ICT Humanitarian Emergency Platform:

<http://ictemergency.wfp.org>

A Mali page and forum platform is now available on the ICT HEP with information such as meeting minutes, concept of operations and contact list.

ICT HEP Mali page : <http://ictemergency.wfp.org/web/ictopr/countries/mali>