

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #2

Mali Crisis

Reporting period 27/04/2012 to 03/05/2012

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Background:

- Following the Humanitarian Country Team assessment mission in Mopti on 26 April, the SMT agreed on Friday 27 April to authorize the access to Mopti. The Humanitarian Country Team also agreed to the establishment of a common secured UN office centre and the ETC proposed plan was welcomed.

Cluster Responsibilities:

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

Activities/Achievements:

- The dedicated radio trainer, Mick Eccles will be arriving on 6 May 2012 in Bamako and will stay for 6 weeks providing radio training for humanitarian staff, radio operators and drivers. Schedule will be circulated in due course.
- A Central Emergency Response Fund (CERF) request for ETC activities was submitted on Monday 23 April and is currently under process.

Challenges and Gaps:

- Due to events in Bamako, UN staff were required to stay home from 30 April to 2 May. They were allowed to come back to the office on 3 May.
- The Bamako airport was also closed on 30 April and although it was re-opened on 3 May and the embargo was lifted, some airline companies are still assessing the security situation before resuming usual flights. Therefore, the equipment could not leave Dubai but it is ready to be shipped in the next flight available. The equipment will be prepositioned in Bamako, ready to be deployed in Bamako and Mopti.

Planned Activities:

- The ETC will be supporting 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.
- 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.
- 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 04 May 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:

AGENCY	NAME	TITLE	LOCATION	CONTACT DETAILS	ETA	ETD
WFP	Ivan Thomas	ETC Coordinator	Bamako	ivan.thomas@wfp.org +221 77 644 9860	13/04	
WFP	Kadidia Sako	ICT Officer	Bamako	kadidia.sako@wfp.org Tel: 74651634	n/a	n/a
UNDSS	Nestor Ouedraogo	FSO	Bamako	Nestor.Ouedraogo@undss.org		
UNDP	Roland Moluh	ICT Officer	Bamako	Roland.Moluh@undp.org		
UNICEF	Said Nadif	ICT Officer	Bamako	snadif@unicef.org Tel: 76405142		
UNFPA	Fatoumata Haidara	ICT Officer	Bamako	fhaidara@unfpa.org Tel : 76 47 72 23		
UNHCR	Bagayoko Cheick Sidya	ICT Officer	Bamako	bagayoko@unhcr.org Tel: 78 93 89 30		
FAO	Seyan Doumbia	ICT Officer	Bamako	seyan.doumbia@fao.org		

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 -2MB	FoodSat, GSM, Thuraya, Landline	08/5	Kadidia Sako, Ismaila Guisse, Mamadou Keita	
	UNDP/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 Nestor Ouedraogo, email: Nestor.Ouedraogo@undss.org	
	UNICEF	UNICEF Channel 4/3, UN Call channel 1 used as security channel ,UN Chat channel 2 /HF				Said Nadif, Tel : 76405142, email :Snadif@unicef.org	

LOCATION	AGENCY	REPEATER	DATA	VOICE	RADIO ROOM	ICT SUPPORT STAFF	SHARED SERVICES
	UNFPA	UNDSS	Orange ISP1 512kbps ISP2 512 LS SOTELMA	GSM, Landline, Thuraya and VHF handsets ordered		Fatoumata Haidara Tel 76 47 72 23 email: fhaidara@unfpa.org	
	UNHCR	Channel 6 , Channel 1	Local ISP 256Kbps	GSM, Thuraya, landline Plan to have own VSAT		Bagayoko Cheick Sidya Tel: 78 93 89 30 email : bagayoko@unhcr.org	
	FAO	Channel 1	VSAT ISP	GSM, Thurayas Landline Repeater not functional and need additional handsets		Seyan.doumbia@fao.org	
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	
	UNHCR	WFP	ISP SOTELMA 128kbps	GSM, Land line	WFP	No ICT Staff (New office soon)	
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:

CERF	United Nations Central Emergency Response Fund
ER	Ericsson Response
ETC	Emergency Telecommunications Cluster
FAO	United Nations Food and Agriculture Organization
HC	Humanitarian Coordinator
HCT	Humanitarian Country Team
HEP	ICT Humanitarian Emergency Platform
ICT	Information and Communications Technology
LUX	Directorate for Development and Cooperation, Luxembourg
NGO	Non-Governmental Organization
SMT	Security Management Team
UNDSS	United Nations Department of Safety and Security
UNFPA	United Nations Population Fund
UNHCR	United Nations Refugee Agency
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>