

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #3

Mali Crisis

Reporting period 04/05/2012 to 10/05/2012

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Background:

- Situation is calmer in Bamako. UN staff are allowed to go back to the office and the airport is re-opened.

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 ETC Coordinator went on mission with UNICEF to Mopti on 8 and 9 May to find a potential site for the COMCEN that can accommodate the installation of the emergency.lu and look for a location for the future common Humanitarian Centre.
- A COMCEN Room was identified in the joint WFP/UNICEF building in Mopti-Sevare and UNDSS and UNICEF agreed on this location. The place could also be used for the setup of the emergency.lu VSAT. There is no confirmation yet on when the solution will be deployed.
- The current VHF repeater in Mopti is old and has poor coverage. Therefore, the rest of the equipment was dismantled and sent back to Bamako.
- The ETC Coordinator visited the organization SOS Children who has set up an Internet Café in Mopti. They were willing to give access to humanitarian actors however since the first coup d'état, they are facing severe power cuts. The classes are conducted at night when the power is more stable. They have trained to date over 400 users on computers and the Internet café is in place since February 2012. However the office is unlikely to be suitable to provide ETC services and accommodate the humanitarian community in Mopti.
- The telecoms specialist will be arriving on 14 May and staying for a month. He will help with the upgrade of the UNDSS COMCEN in Bamako and establish the one in Mopti.
- The equipment has been shipped from Dubai and is expected to be in Bamako on 11 May. UNDP and UNDSS have started to work on the custom clearance.
- The dedicated radio trainer, Mick Eccles confirmed its arrival on 14 May 2012 in Bamako. He will stay for 6 weeks providing radio training for humanitarian staff, radio operators and drivers. Schedule will be circulated in due course.

Challenges and Gaps:

- Some UN agencies have concerns about operating in Mopti and proposed to the RC/HC to move 200 km south from Mopti. No location was proposed but if this is endorsed, ETC will have to revise its plan.
- Bamako and Mopti are having power cuts during the day.

Planned Activities:

- The CAP is being drafted and meetings on 4 May and 10 May were held with humanitarian organizations to share guidelines, timeframe and country strategy/prioritization. The CAP for Mali should be finalized by 4 June.
- WFP Stand-by-partner, Irish Aid, are sending one technician to assist the team with the deployment. Arrival date is still to be confirmed.
- 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/ictepr/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:

Due to urgent engagement the planned Global ETC Information Sharing teleconferences for the Mali for Thursday 10 May will be re-scheduled. Updated meeting details will be shared shortly.

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:

CAP	Consolidated Appeal Process
COMCEN	Communication Centre
ER	Ericsson Response
ETC	Emergency Telecommunications Cluster
FAO	United Nations Food and Agriculture Organization
FSO	Field Security Officer
HC	Humanitarian Coordinator
HCT	Humanitarian Country Team
HEP	ICT Humanitarian Emergency Platform
ICT	Information and Communications Technology
LUX	Directorate for Development and Cooperation, Luxembourg
MOSS	Minimum Operational Security Standard
NGO	Non-Governmental Organization
RC	Resident Coordinator
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/ictepr/countries/mali>

Mali E-mail address: Mali.ETC@wfp.org