

*“Providing emergency telecommunications services to the humanitarian community”*

## ETC Situation Report #5

### Mali Crisis

Reporting period 18/05/2012 to 24/05/2012

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#### **Background:**

- Humanitarian Community is still monitoring the security situation. The SMT has suspended all UN staff travel between 18 and 25 May and staff were requested to not come to the office on 21 May and 23 May afternoon.

#### **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 submitted all inputs to the Mali CAP including activities in 5 locations: Bamako, Mopti, Gao, Kayes and Timbuktu. The CAP for Mali should be finalized by 4 June.
- The ETC Coordinator started to split the equipment already in stock to be ready for deployment in Bamako and Mopti. If security permits installation in Bamako will start very soon.
- Additional equipment arrived in Bamako and is waiting for clearance.
- The team is negotiating with local companies to extend the existing tower at the UNDSS building in order to improve the VHF/HF coverage and quality in Bamako.
- New radio frequencies are being identified and application for the licenses will be submitted to the local authorities.
- The International Radio Trainer (IRT), Mick Eccles is finalizing the radio training plan and should start the sessions on 28 May.
- Ericsson Response is preparing 2 WIDER kits to be sent to Dubai in the coming days and will be ready for deployment.
- UNICEF went on a joint UN mission to assess Mopti and San and provide recommendations on the best location to set up common operational centre.  
The mission found premises and facilities in both locations but the common UNICEF and WFP office in Mopti is recommended as the most suitable to accommodate other UN agencies. Both locations can accommodate common humanitarian operations.

## Challenges and Gaps:

- The ETC coordinator could not attend the SMT meeting on Monday 21 May due to the security restrictions.
- The ETC cluster meeting of 22 May was postponed due to insecurity in Bamako.
- WFP Standby partners, Irish Aid and NRC waiting for security authorisation to be deployed and assist the ETC.

## Planned Activities:

- The ETC is planning to support humanitarian organizations in 5 common operational areas:

### Phase 1 (priority sites):

- Bamako: establish the common security telecommunications system and COMCEN,
- Mopti (when access authorized): establish MOSS compliant COMCEN, full security telecommunications systems and data communications; and
- Kayes (when access authorized): establish MOSS compliant COMCEN, full security telecommunications systems and data communications.

### Phase 2:

- Gao (when access authorized): establish MOSS compliant COMCEN, full security telecommunications systems and data communications.
- Timbuktu (when access authorized): establish MOSS compliant COMCEN, full security telecommunications systems and data communications.

Data connectivity and Voice telephony services are planned to be provided with a standard ETC solution. The solution integrates the "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.

## 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 Thursday 31 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.

## Staff in the Operation:

AGENCY	NAME	TITLE	LOCATION	CONTACT DETAILS	ETA	ETD
WFP	Ozdzan Hadziemin	ETC Coordinator	Bamako	ozdzan.hadziemin@wfp.org Tel: +22376410864	14/05	
WFP	Mick Eccles	International Radio Trainer	Bamako	mick.eccles@wfp.org Tel: +22370511117	14/05	
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
Irish Aid	Government of Ireland's programme of assistance to developing countries
IRT	International Radio Trainer
LUX	Directorate for Development and Cooperation, Luxembourg
MOSS	Minimum Operational Security Standard
NGO	Non-Governmental Organization
NRC	Norwegian Refugee Council
RC	Resident Coordinator
SMT	Security Management Team
UNDP	United Nations Development Programme
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 available on the ICT HEP with updated information such as meeting minutes, concept of operations and contact list.

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

**Mali E-mail address:** [Mali.ETC@wfp.org](mailto:Mali.ETC@wfp.org)