

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #11

Mali Crisis

Reporting period 29/06/2012 to 05/07/2012

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Highlights:

- After completing the establishment of common security telecommunications system and COMCEN in Bamako, the ETC is now deploying common security and data communications services in Mopti.

Activities/Achievements:

- The COMCEN in Bamako and VHF/HF network are fully installed and operational.
- Standard Operating Procedures for radio tracking are followed and monitored by the International Radio Trainer (IRT).
- To date, 108 staff have been provided with radio training in Bamako.
- In Mopti, the basic VHF/HF installation at the WFP/UNICEF compound is completed and the COMCEN is being equipped. The installation of a 30 meter antenna tower should be finalized on 6 July.
- The recruitment process for 5 Radio Operators in Mopti is on-going. The IRT completed the pre-employment examination paper phase and a written “basic maintenance” and “radio operator entry” exam was submitted to UNDSS Mali Human Resources.
- In conjunction with changed security recommendations from UNDSS, the ETC decided to deploy the emergency.lu and WIDER solutions in Mopti to provide data connectivity and voice services to the humanitarian organizations operating there. The equipment should be on site by 6 July. Dates for availability of services will be communicated when available.
- The ETC CERF request was re-submitted to the Humanitarian Coordinator (HC) on 3 July.
- An ETC Working Group meeting was held on 5 July with the participation of Islamic Relief, UNHCR, UNDP and WFP (excused: UNICEF).

Challenges and Gaps:

- Despite urgent requests from the humanitarian community in Mali for radio training support from the ETC, there have been repeated problems with no-shows in the sessions scheduled. The ETC Coordinator and IRT are looking at options to avoid delaying the training and encouraging staff to attend.

- Would the ETC operation in Mali not receive additional funding, the ETC will have to reprioritize the response and potentially limited the deployment of common security and data communications services.

Planned Activities:

- The installation of the data communications in Mopti will start as soon as the common security communications setup is finalized.
- Stand-by-Partner staff from NRC will depart on 9 July to Mopti to support the team with the installation and continue providing ICT support to the humanitarian community.
- The ETC is planning to provide ICT services to humanitarian organizations in 3 more common operational areas: Kayes, Gao and Timbuktu subject to funding and security authorisation. More detailed information is available in the Concept of Operations posted on the ICT HEP Mali forum:
<http://ictemergency.wfp.org/web/ictopr/countries/mali>.

Meetings:

The next Global ETC teleconference will be held on Thursday 19 July 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	20/07
WFP	Mick Eccles	International Radio Trainer	Bamako	mick.eccles@wfp.org Tel: +22370511117	14/05	14/07
WFP	Kadidia Sako	ICT Officer	Bamako	kadidia.sako@wfp.org Tel: 74651634	N/A	N/A
WFP	Sylvain Tiako	ICT Officer	Bamako	sylvain.tiako@wfp.org Tel: +223 767 13 149	08/06	
NRC	Nahyeriva Coulibaly	ICT Specialist	Bamako	Nahyeriva.Coulibaly@wfp.org / coulinahyer@yahoo.com Tel: +223 701 00 831	08/06	09/09
Irish Aid	Oliver Tormey	ICT Specialist	Bamako	oliver.tormey@wfp.org/ oliver_tormey@yahoo.com Tel: +223 757 31 702	18/06	25/08
UNDSS	Nestor Ouedraogo	FSO	Bamako	Nestor.Ouedraogo@undss.org	N/A	N/A
UNDP	Roland Moluh	ICT Officer	Bamako	Roland.Moluh@undp.org	N/A	N/A
UNICEF	Said Nadif	ICT Officer	Bamako	snadif@unicef.org Tel: 76405142	N/A	N/A
UNFPA	Fatoumata Haidara	ICT Officer	Bamako	fhaidara@unfpa.org Tel : 76 47 72 23	N/A	N/A
UNHCR	Bagayoko Cheick Sidya	ICT Officer	Bamako	bagayoko@unhcr.org Tel: 78 93 89 30	N/A	N/A
FAO	Seyan Doumbia	ICT Officer	Bamako	seyan.doumbia@fao.org	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 - 512kbps, local ISP -2Mbps	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	
	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:

COMCEN	Communication Centre
ER	Ericsson Response
ETC	Emergency Telecommunications Cluster
FAO	United Nations Food and Agriculture Organization
FSO	Field Security Officer
HC	Humanitarian Coordinator
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
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>

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