

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #14

Mali Crisis

Reporting period 20/07/2012 to 09/08/2012

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Highlights:

- The ETC is now providing free Wi-Fi services to the humanitarian community in Mopti.

Activities/Achievements:

- The ETC response solution – consisting of technologies from emergency.lu, Ericsson Response and WFP – has been deployed in the WFP/ UNICEF compound in Mopti. The solution is providing free data connectivity and voice telephony services to the humanitarian community.
- Installation of new inter-agency COMCENS in Bamako and Mopti have been completed and are now operational.

Challenges and Gaps:

- The deteriorating security situation remains an ongoing constraint for deployment of ETC services in Mali. Access to operate in Gao, Timbuktu and Kayes has still not been authorized by the SMT.

Planned Activities:

- UNDP is finalising recruitment of five new radio operators in Mopti. Once recruited, they will be trained by the International Radio Trainer who has returned to the operation.
- Protection and network equipment - such as UPS and switches – has been shipped from WFP Dubai to Bamako. Equipment will be installed in Mopti and Bamako.
- The ETC is planning to provide IT and telecommunications services to humanitarian organizations in three more common operational areas - Kayes, Gao and Timbuktu – however deployment is 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/ictepr/countries/mali>

Meetings:

The next Global ETC teleconference will be held on Thursday 16 August 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.

ICT Humanitarian Emergency Platform (HEP) links:

All information related to the ETC response in Mali can be found on the ICT Humanitarian Emergency Platform (HEP):

Mali page: <http://ictemergency.wfp.org/web/ictepr/countries/mali>

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

Staff in the Operation:

AGENCY	NAME	TITLE	LOCATION	CONTACT DETAILS	ETA	ETD
WFP	Sylvain Tiako	ETC Coordinator	Mopti	sylvain.tiako@wfp.org Tel: +223 76 71 3149	08/06	03/09
WFP	Kadidia Sako	ICT Officer	Bamako	kadidia.sako@wfp.org Tel: +223 74 65 1634	N/A	N/A
WFP	Mick Eccles	International Radio Trainer	Bamako	mick.eccles@wfp.org Tel: +223 70 51 1117	03/08	
Irish Aid	Oliver Tormey	ICT Specialist	Bamako	oliver.tormey@wfp.org Tel: +223 75 73 1702	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: +223 76 40 5142	N/A	N/A
UNFPA	Fatoumata Haidara	ICT Officer	Bamako	fhaidara@unfpa.org Tel : +223 76 47 7223	N/A	N/A
UNHCR	Bagayoko Cheick Sidya	ICT Officer	Bamako	bagayoko@unhcr.org Tel: +223 78 93 8930	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	<ul style="list-style-type: none"> 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, ismaila.guisse@wfp.org Mamadou Keita mamadou.keita@wfp.org	
	UNDP/ UNDSS	<ul style="list-style-type: none"> UN Call channel 1 used as security channel UN Chat channel 2 /HF 		VSAT, GSM, Thuraya, Landline	24/7	Roland Moluh roland.moluh@undp.org Nestor Ouedraogo nestor.ouedraogo@undss.org	
	UNICEF	<ul style="list-style-type: none"> UNICEF Channel 4/3 UN Call channel 1 used as security channel UN Chat channel 2 /HF 				Said Nadif Tel : +76 40 5142 snadif@unicef.org	

	UNFPA	UNDSS	Orange ISP1 512Kbps ISP2 512 LS SOTELMA	GSM, Landline, Thuraya and VHF handsets ordered		Fatoumata Haidara Tel : +76 47 7223 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 8930 bagayoko@unhcr.org	
	FAO	Channel 1	VSAT ISP	GSM, Thurayas Landline Repeater not functional and need additional handsets		Seyan Doumbia seyan.doumbia@fao.org	
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)	
Kidal	WFP	WFP Channel 4 / HF	BitSat 64kbps/CIR 5:1, local ISP 64kbp	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	
Koulikoro	UNICEF		Local ISP Orange (256kbs)	GSM, Landline		No ICT staff	
Mopti		UN Calling, NGO. New radio network deployed. WFP Channel 8 also functional as backup.	- FoodSat - D32, local ISP -256 kbps (WFP) - local ISP -256 kbps (UNICEF) - Emergency.lu high speed wireless Internet solution deployed.	FoodSat, GSM, Thuraya, Landline, BGAN, Emergency.lu	08/5	No ICT staff	- HF shared with UNICEF. UNICEF in the same compound w\WFP VSAT acts as backup Radio Operators
Segou	UNICEF		Local ISP Orange (256kbs)	GSM, Landline		No ICT staff	

Timbuktu	WFP	WFP Channel 4 / HF	BitSat 64kbps/CIR 5:1	FoodSat, GSM, Thuraya, Landline	08/5	No ICT staff	
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Acronyms:

ER	Ericsson Response
ETC	Emergency Telecommunications Cluster
FAO	United Nations Food and Agriculture Organization
FSO	Field Security Officer
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
NGO	Non-Governmental Organization
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