

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #15

Mali Crisis

Reporting period 10/08/2012 to 23/08/2012

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Activities/Achievements:

- The ETC response solution – consisting of technologies from emergency.lu, Ericsson Response and WFP – continues to provide free data connectivity and voice telephony services to the humanitarian community in Mopti.

Challenges and Gaps:

- The tense security situation remains an ongoing challenge for humanitarian operations across Mali. The north of the country remains a no travel area for UN personnel.

Planned Activities:

- UNDP is finalising recruitment of new radio operators for Mopti. Five candidates have been interviewed and successful candidates will be notified and offered employment in the coming week. Training will be held in Mopti by the International Radio Trainer week of September 3.
- Radio training will be held by the ETC for World Bank, FAO and SMT during week of August 26.
- Protection and network equipment - such as UPS and switches – has arrived in Bamako and is pending customs clearance. 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/ictopr/countries/mali>

Meetings:

The next Global ETC teleconference will be held on Thursday 30 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://icteemergency.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 | Bamako | sylvain.tiako@wfp.org Tel: +223 76 71 3149 | 08/06 | 13/09 |
| WFP | Kadidia Sako | ICT Officer | Bamako | kadidia.sako@wfp.org Tel: +223 74 65 1634 | 20/08 | |
| WFP | Mick Eccles | International Radio Trainer | Bamako | mick.eccles@wfp.org Tel: +223 70 51 1117 | 03/08 | 29/09 |
| 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 | |

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|-----------|--------|--|--|---|------|---|--|
| | 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, Thuraya 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 | |

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

Acronyms:

| | |
|--------|---|
| 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 |
| 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) |
| WB | World Bank |
| WIDER | Ericsson Wireless Local Area Network in Disaster Emergency Response |
| WFP | UN World Food Programme |