

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #16

Mali Crisis

Reporting period 23/08/2012 to 09/09/2012

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Summary:

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

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 is assisting humanitarian organizations on the ground with reprogramming VHF radios. So far, UNIFEM and FAO radios have been reprogrammed.
- Radio training has been delivered to FAO and Plan International staff.
- Five new radio operators have been recruited to work in the radio room in Mopti.
- The UN Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator, Valerie Amos, was in Mali for a four-day visit, during which she was briefed about ETC activities.
- The ETC is working with local providers and global partners to obtain information on GSM coverage in Mali. The request came from the WASH cluster which wants to compare coverage before and after the crisis.
- Equipment from Dubai, including UPS, was cleared through customs and delivered to the WFP warehouse in Bamako. It was then inventoried and sent to Mopti where it is due to be installed in early September.

Challenges and Gaps:

- Obtaining up-to-date and accurate data on GSM coverage in Mali is proving challenging.
- The ETC is awaiting delivery of data components (feed horn and Flex waveguide) that were mistakenly sent to Luxembourg with a faulty LNB. A new BUC is also expected.

Planned Activities:

- It was agreed that the frequency of the Global ETC teleconferences would be changed from bi-weekly to monthly.
- Once the five radio operators have been approved by HR, they will begin their on the job training for five days in Mopti. It is expected that they will begin full-time employment by mid-September, after which the radio room will be manned 24/7 serving the humanitarian community operating in and around Mopti.
- The ETC is planning to provide 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 27 September 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	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
WFP	John Lobaton	ICT Officer	Bamako	john.lobaton@wfp.org		
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
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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, 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	

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:

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
UNIFEM	United Nations Entity for Gender Equality and the Empowerment of Women
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