

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #17

Mali Crisis

Reporting period 10/09/2012 to 16/10/2012

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Highlights:

- 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.
- To date, 321 handsets and 29 vehicle radios have been configured to new VHF frequencies obtained from the government after existing frequencies were compromised.
- Scheduled radio training for humanitarian staff has been completed. To date, over 180 people from a number of different aid agencies have received radio training.
- Equipment, including a UPS, was successfully installed in Mopti in early September.

Cluster Responsibilities:

- WFP is leading ETC activities in Mali with responsibility for coordination, implementation and overall operation support for common ICT services.

Activities/Achievements:

- Ozdzan Hadziemin from WFP FITTEST arrived in Bamako on 26/09/12 to resume his position as ETC coordinator.
- 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 ETC is currently still assisting humanitarian organizations on the ground with reprogramming VHF radios. New frequencies were obtained from the government after the ETC assessment showed existing frequencies were compromised. To date, over 321 handsets and 29 vehicle radios have been reprogrammed. There are still a few agencies that have not yet had their radios programmed. The ETC coordinator has scheduled sessions, beginning 08/10/12, for this to happen. Once the reprogramming of VHF radios has been completed, reprogramming of HF radios will begin.

- Scheduled radio training for humanitarian staff has been completed. Further training can be delivered upon request. To date, over 180 people from a number of different aid agencies have received radio training.
- Five new radio operators have been recruited to work in the radio room in Mopti. They have completed on the job training in Bamako and will be accompanied to Mopti by a radio operator from Bamako who will assist them in their new positions. Once on site, the radio room will operate 24/7 serving the humanitarian community in and around Mopti.
- The ETC cell in WFP Rome received information from Ericsson Response detailing mobile phone coverage in Mali. The information was gathered in response to a request from the WASH cluster which wants to compare coverage before and after the crisis. The information will be posted on the ICT Emergency website.
- Discussions regarding the future of ETC operations in Mali are currently on-going. If ETC operations continue into 2013, it is expected they will be scaled-up.
- Equipment, including a UPS, was successfully installed in Mopti in early September.
- An inventory of new ETC equipment is on-going with the support from a Stand-by Partner from Irish Aid.

Challenges and Gaps:

- 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. There was a security incident in Bamako on 26/09/12 in which one civilian was killed and a number of others injured. It has been relatively calm since then, however demonstrations took place in Bamako on 11/10/12.
- The ETC emergency response solution in Mopti is currently under-utilised due to the relatively low humanitarian presence in the city (a result of the tense security situation). It is planned that equipment will remain in Mopti until the end of November or beginning of December in case more humanitarian agencies move in (it is also considered more reliable than the local service provider). However, due to the security situation it is unclear whether the humanitarian presence on the ground will increase or not.
- The ETC is awaiting delivery of data components (feed horn, Flex waveguide and BUC) that were mistakenly sent to Luxembourg with a faulty LNB. These will be shipped to Dubai and taken to Bamako by hand. Once these have arrived, Bamako will have a complete kit, ready to be deployed to Kayes, or other locations, if required.

Planned Activities:

- There is a possibility that UNDSS and other agencies located in the same building will move offices to larger premises. The building is also in close proximity to government buildings which could potentially have security implications. The move, however, has not been confirmed. If it does happen the ETC will be required to relocate all ICT equipment including towers, repeaters and the radio room.
- The UN common office in Mopti is expanding and new equipment has been ordered to accommodate increasing service demands. The ETC is also seeking to

expand data access in Mopti. An initial assessment has been made at two locations, the UN common house and a local hotel.

- The ETC is considering establishing a new office in either Segou or San in order to mitigate the risks of a potential deterioration of the security situation in Mopti. Both cities are located south of Mopti. Extra equipment has already been purchased in anticipation of this deployment.
- There has been no update with regard to deployment to previously discussed additional locations. At this stage it is still likely to be Kayes. Anything north of Mopti is unrealistic due to the security situation. Deployment is subject to funding and security authorisation.

Meetings:

The next Global ETC teleconference will be held on Thursday 25 October 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	Ozdzan Hadziemin	ETC Coordinator	Bamako	ozdzan.hadziemin@wfp.org Tel: +223 764 10 864	26/09	24/12
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WFP	Oliver Tormey	ICT Specialist (SBP – Irish Aid)	Bamako	oliver.tormey@wfp.org Tel: +223 757 31 702	17/09	30/11
WFP	Martin Dimuka	National ICT Officer	Mopti	martin.dimuka@wfp.org Tel: +223 605 90 786	30/09	31/12
WFP	John Lobaton	Senior ICT Assistant	Bamako	john.lobaton@wfp.org	07/09	04/12
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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 Ouedroago nestor.ouedroago@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	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

			solution deployed.				
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	

Acronyms:

BUC	Block Upconverter
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
FITTEST	Fast IT and Telecommunications Emergency Support Team
HEP	ICT Humanitarian Emergency Platform
HF	High Frequency
ICT	Information and Communications Technology
LNB	Low Noise Block downconverter
NGO	Non-Governmental Organization
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
UPS	Unique Power Supply
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal (Satellite ground station)
WB	World Bank
WASH	Water, Sanitation and Hygiene cluster
WIDER	Ericsson Wireless Local Area Network in Disaster Emergency Response
WFP	UN World Food Programme