"Providing emergency telecommunications services to the humanitarian community"

ETC Situation Report #18

Mali Crisis

Reporting period 17/10/2012 to 28/11/12

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Highlights:

- The ETC is assisting humanitarian organizations in Bamako and Mopti with reprogramming, purchasing and installing equipment.
- ICT services and user support to the humanitarian community continues to be provided in Mopti by WFP and NRC staff.
- Common VHF backup repeater was successfully installed in WFP Bamako, compound.

Cluster Responsibilities:

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

Activities and Achievements:

- New frequencies were obtained from the government after the ETC assessment showed existing frequencies were compromised. The ETC has assisted humanitarian organizations with the reprogramming of 487 handsets 56 vehicle radios to date.

- The ETC continues to provide communications support in Mopti through the ETC response solution. User support is being provided by World Food Programme (WFP) and Norwegian Refugee Council (NRC) staff. The ETC response solution – consisting of technologies from emergency.lu, Ericsson Response and WFP – provides data connectivity and voice telephony services at no cost to the humanitarian community on the ground.
    - The new user registration issues have now been solved.

- An inventory of new ETC equipment is almost finished. The inventory will include any equipment that has been installed, handed over or is required by the ETC.
    - The latest purchased equipment was cleared from customs and is now stored in WFP Bamako premises.

- Humanitarian organizations on the ground have requested ETC assistance with procuring and installing equipment.
  - The ETC is helping with equipment installation in Mopti and Bamako.
  - Procurement support is being provided by Global Humanitarian Services (GHS) in WFP Dubai.

- A common contingency plan has been circulated. The ETC section was submitted for inclusion.

- Ozdzan Hadziemin from WFP FITTEST is the current ETC coordinator. He will depart Mali at the end of November. He will be temporarily replaced by Nyanaprakash Muniandy, also from WFP FITTEST.

Challenges and Gaps:

- Five new radio operators have been selected and trained and examined to work in the COMCEN in Mopti. The ETC is waiting for UNDP to sign their contracts so they can be deployed. It has been three months since they were first recruited.

- An MOU has been drafted between WFP and UNDP to define the terms of payment for radio operators (until end of 2012) and other expenses incurred by the ETC. The MOU is awaiting final signature.

- The tense security situation remains an ongoing challenge for humanitarian operations across Mali. Security in Bamako is relatively calm, however the north of the country remains a no-travel area for UN personnel.

- There were problems with the main generator in the UNICEF/WFP compound in Mopti. An ETC backup generator is currently being used which has enabled the continuous provision of data services while the faulty generator is being repaired. A new generator will be shipped to Mopti from the WFP warehouse in Bamako pending receipt of a quote from a local shipping company.

- There is a possibility that there will be a shortage in ETC staff in December. Replacements for current staff need to be identified.

Planned Activities:

- There are indications that a military intervention in the north of Mali will begin in March, however nothing has been confirmed. In anticipation of military intervention in the north, ETC plans for 2013 will take into account the situation in neighbouring countries as refugees may flee any fighting.
  - If military intervention in the north results in a deterioration of the security situation in Mopti then Segou or San will be used as backup locations.
  - Equipment has already been purchased for potential deployment to these locations. It has not been decided which of these two locations will be used, but it is likely to be San due to its large runway and proximity to

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Mopti. There are also hotels with sufficient security. Organizations are working on a common contingency plan.

- There is a possibility that the UNICEF/WFP office in Mopti will be relocated to smaller premises, though nothing has yet been confirmed. The ETC will support the relocation.

- The ETC will liaise with OCHA to ensure that ETC operations are covered on their dashboard documents in the future.

Meetings:

The Global ETC teleconferences for Mali will now be held on an as-needed basis. Regular updates will continue to be shared on the ICT HEP website.

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:

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Status Matrix:

LOCATION	AGENCY	REPEATER	DATA	VOICE	RADIO ROOM	ICT SUPPORT STAFF	SHARED SERVICES
Bamako	WFP	• Channel 8, used as well as I/A backup channel •	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	• UN Call channel 1, 2, 9, 10 . Ch. 5 alocated for NGO • UN Talking channel 2 /VHF HF		VSAT, GSM, Thuraya, Landline	24/7	Roland Moluh roland.moluh@undp.org Nestor Ouedraogo 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 : +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 1, and Ch.5 NGO. VHF channels 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:

COMCEN   Communications Centre
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
MOU   Memorandum of Understanding
NGO   Non-Governmental Organization
NRC   Norwegian Refugee Council
OCHA   Office for the Coordination of Humanitarian Affairs
UNDSS   United Nations for Safety and Security
UNDP   United Nations Development Programme
UNFPA   United Nations Population Fund
UNICEF   United Nations Children's Fund
UPS   Unique Power Supply
VHF   Very High Frequency
WFP   UN World Food Programme