IASC Inter-Agency Standing Committee   **ETC** Emergency Telecommunications Cluster
ictemergency.wfp.org

Emergency telecommunications services for the humanitarian community

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ETC Situation Report #24

Mali Crisis

Reporting period 13/05/2013 to 19/06/2013

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Cluster Responsibilities:
- WFP is leading ETC activities in Mali with responsibility for coordination, implementation and overall operation support for common ICT services.
- The security situation in Bamako is calm, however the situation in the north remains tense, particularly in Timbuktu, Gao and Kidal.

Activities and Achievements:
- Nyanaprakash Muniandy has replaced Ozdzan Hadziemin as ETC Coordinator.
- Regular inter-agency meetings are being held in Bamako to update all clusters on the situation and planned operations in the north.
- Shipments of IT and telecoms equipment have arrived in Bamako and some are still awaiting customs clearance. The remaining palettes should be released soon.
- The ETC continues to support the humanitarian community through the installation and programming of radios and technical advice. Further requests are being received from NGOs for more support.
- ETC met with UNDFS to programme radios and exchange information regarding planning and activities.
  - ETC and UNDFS agreed to meet again to discuss the future structure of UN and NGO callsigns.
- Two radio operators have been deployed to Mopti. However, three more are required and are being recruited by UNDP.
  - Consequently, the radio room in Mopti is not operational 24/7 and closes at 20:00 or 21:00.
- The ETC project revision for the CAP has been submitted to OCHA.
- The ETC delivered a presentation on its achievements, status, funding etc. at the CAP mid-year review meeting organised by OCHA. Attendees of the meeting included UN agencies, NGOs, donors and government representatives.

Challenges and Gaps:
- The security situation in Mopti remains unchanged and is still off-limits for missions. Travel to Kidal, Gao and Timbuktu is also restricted.
- Internet connectivity in Timbuktu, Gao and Kidal is unreliable.
- The BUC in Mopti is still faulty. A new BUC has been received and shipped to Mopti to replace the existing one. Another BUC is being shipped from Dubai and

will be forwarded to Mopti to try to solve the problems and re-establish connectivity.

- o The issue with the BUC was not an electrical one. Each site has a solid UPS to protect the equipment.
- o Lux, the emergency.lu team and the ETC are working together to solve this problem as soon as possible.

Planned Activities:

- The ETC will be deploying to Timbuktu to provide security and data telecommunications services to the humanitarian community there. This will be the first time the ETC has deployed there since fighting broke out in 2012.

Meetings:

The next Global ETC teleconference for Mali will be held on Tuesday 02 July 2013 at:

0900 New York
1300 UTC
1300 Bamako
1500 Rome/Geneva
1700 Dubai

Regular updates will continue to be shared on the ICT Emergency website.

ICT Emergency website links:

All information related to the ETC response in Mali can be found on the ICT Emergency website:

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	Nyanaprakash Muniandy	ETC Coordinator	Bamako	nyanaprakash.muniandy@wfp.org Tel: +223 764 10 864	05/06/13	
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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	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. UN Talking channel 2 /VHF HF NGO channel 5		VSAT, GSM, Thuraya, Landline	24/7	Roland Moluh roland.moluh@undp.org Nestor Ouedraogo nestor.ouedraogo@undss.org	

Location	Agency	Radio Channels	Internet/ISP	Communications		ICT Staff	Notes
	UNICEF	UNICEF Channel 4/3

UN Call channel 1 used as security channel

UN Talking channel 2 /HF | | | | Mamadou Teuw
+223 781 442 35
mteuw@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 Call channel 1

NGO channel 5 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 solution** | 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 |

			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
CAP	Consolidated Appeal Process
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization
GSM	Global System for Mobile communications
HF	High Frequency
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
NGO	Non-Governmental Organization
OCHA	Office for the Coordination of Humanitarian Affairs
SMT	Security Management Team
UNDFS	United Nations Department of Field Support
UNDSS	United Nations for Safety and Security
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund
UPS	Unique Power Supply
UTC	Coordinated Universal Time
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

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