*Emergency telecommunications services for the humanitarian community*

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ETC Situation Report #27

Mali Crisis

Reporting period 21/08/2013 to 23/10/2013

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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 Gao and Kidal.

## Activities and Achievements:
- Ozdzan Hadziemin has replaced Nyanaprakash Muniandy as ETC Coordinator in Mali.
- A mission was deployed to Gao on 17/09/13 to install data connectivity. Once complete, wireless services will be shared with the humanitarian community.
- Data and security telecommunications services are being provided to the humanitarian community in Timbuktu.
- The ETC continues to support the humanitarian community through the installation and programming of radios:
  - To date, 577 handheld and 60 vehicle radios have been reprogrammed.
  - A daily radio check is conducted at 20:00.
- Two BUCs have arrived in Bamako from emergency.lu. These will be tested before deployment.

## Challenges and Gaps:
- Kidal is still a no-go area for humanitarian staff.
- There is a shortage of radio operators across the country. Five radio operators each are required for the radio rooms in Mopti, Timbuktu and Gao in order for them to be operational 24/7. Currently Bamako is the only city in which this is the case. The radio room in Mopti is only open during the day as there are only two radio operators there.
- There is a need for more TDY staff. More may be joining by the end of the month and extensions will be requested for others.
- Problems have been experienced in Mopti with a satellite terminal.
  - Rx SNR is currently around 2.3 Db.
  - A replacement Proxim link has been shipped from Gao to Mopti as a temporary solution, however a BSU and SU will be shipped from Dubai as a permanent solution.

- A faulty WIDER previously used in RoSS is currently under repair in Spain. This may be shipped to Mali once fixed.
  - Two kits have been requested by the ETC in Mali, though there is a preference for new kits rather than used ones.
- The Zone Director in Gao was faulty so it has been disconnected and shipped back to Dubai.
- The ISP in Mopti is functioning, however in Timbuktu and Gao it is unreliable.

## Planned Activities:
- Discussions are being held between the ETC, WFP and MINUSMA regarding potential sharing of radio rooms, however nothing has yet been confirmed.
- There are plans to deploy to Kidal after Gao, however no dates have been finalised. Equipment will be prepared accordingly.

## Meetings:
The next Global ETC teleconference for Mali will be held on Tuesday 29 October 2013 at:

    0900 New York
    1300 UTC
    1300 Bamako
    1400 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<br>Tel: +223 764 10 864 | 05/06/13 | 21/08/13 |
| WFP | Kadidia Sako | ICT Officer | Bamako | kadidia.sako@wfp.org<br>Tel: +223 74 65 1634 | 20/08 | |
| WFP | Sylvain Tiako | ICT Specialist | Bamako | Sylvain.Taiko@wfp.org | 05/04/13 | 02/07/13 |
| WFP | Patrick Kabwanga | ICT Assistant | Bamako | Patrick.kabwanga@wfp.org | 03/07/13 | 03/10/13 |
| WFP | Jean Serge Seide | Telecoms Assistant | Bamako | jeanserge.seide@wfp.org | 07/04/13 | 03/07/13 |
| RedR | Ali Suhaib Khuram | IT Officer | Bamako | | 24/04/13 | 20/07/13 |
| WFP | Krste Ropajkov | Telecoms Technician | Bamako | krste.ropajkov@wfp.org | 13/04/13 | TBA |
| WFP | Coumba Ndfonne Dione | ICT Officer | Mopti | Coumbandoffene.Dione@wfp.org | 04/01/13 | 05/07/13 |
| UNDSS | Nestor Ouedroago | Security Officer | Bamako | nestor.ouedraogo@undss.org | N/A | N/A |
| UNDP | Roland Moluh | ICT Officer | Bamako | roland.moluh@undp.org | N/A | N/A |
| UNICEF | Mamadou Teuw | ICT Officer | Bamako | mteuw@unicef.org<br>+223 781 442 35 | N/A | N/A |
| UNFPA | Fatoumata Haidara | ICT Officer | Bamako | fhaidara@unfpa.org<br>Tel : +223 76 47 7223 | N/A | N/A |
| UNHCR | Bagayoko Cheick Sidya | ICT Officer | Bamako | bagayoko@unhcr.org<br>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 | Channel 8, used as well as I/A backup channel | FoodSat - 512kbps, local ISP -2Mbps | FoodSat, GSM, Thuraya, Landline | 08/5 | Kadidia Sako<br>Ismaila Guisse,<br>ismaila.guisse@wfp.org<br>Mamadou Keita<br>mamadou.keita@wfp.org | |
| | UNDP/ UNDSS | UN Call channel 1, 2, 9, 10.<br><br>UN Talking channel 2 /VHF HF<br><br>NGO channel 5 | | VSAT, GSM, Thuraya, Landline | 24/7 | Roland Moluh<br>roland.moluh@undp.org<br>Nestor Ouedraogo<br>nestor.ouedraogo@undss.org | |

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|---|---|---|---|---|---|---|---|
| | UNICEF | UNICEF Channel 4/3<br><br>UN Call channel 1 used as security channel<br><br>UN Talking channel 2 /HF | | | | Mamadou Teuw<br>+223 781 442 35<br>mteuw@unicef.org | |
| | UNFPA | UNDSS | Orange ISP1 512Kbps ISP2 512 LS SOTELMA | GSM, Landline, Thuraya and VHF handsets ordered | | Fatoumata Haidara<br>Tel: +76 47 7223<br>fhaidara@unfpa.org | |
| | UNHCR | Channel 6 , Channel 1 | Local ISP 256Kbps | GSM, Thuraya, landline Plan to have own VSAT | | Bagayoko Cheick Sidya<br>Tel: +78 93 8930<br>bagayoko@unhcr.org | |
| | FAO | Channel 1 | VSAT ISP | GSM, Thuraya Landline Repeater not functional and need additional handsets | | Seyan Doumbia<br>seyan.doumbia@fao.org | |
| Gao | WFP | | | | 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<br><br>NGO channel 5 VHF channels deployed.<br><br>WFP Channel 8 also functional as backup. | FoodSat - D32, local ISP -256 kbps **(WFP)**<br>Local ISP -256 kbps **(UNICEF)**<br>**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<br>Radio Operators |

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| | | | deployed. | | | | |
|---|---|---|---|---|---|---|---|
| Segou | UNICEF | | Local ISP Orange (256kbs) | GSM, Landline | | No ICT staff | |
| Timbuktu | WFP | ETC Channel 1, 2, 5/HF | | Thuraya, Landline | 08/5 | Patrick Kabwanga | |

## Acronyms:

| | |
|---|---|
| ETC | Emergency Telecommunications Cluster |
| FAO | Food and Agriculture Organization |
| GSM | Global System for Mobile communications |
| HF | High Frequency |
| ICT | Information and Communications Technology |
| NGO | Non-Governmental Organization |
| OMT | Orthomode Transducer |
| UNDSS | United Nations for Safety and Security |
| UNDP | United Nations Development Programme |
| UNFPA | United Nations Population Fund |
| UNHAS | United Nations Humanitarian Air Service |
| UNHCR | United Nations Refugee Agency |
| UNICEF | United Nations Children's Fund |
| UTC | Coordinated Universal Time |
| VHF | Very High Frequency |
| VSAT | Very Small Aperture Terminal |
| WFP | UN World Food Programme |