

Republic of South Sudan (RoSS)
ETC Situation Report #54
Reporting period 14/07/14 to 27/07/14

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 11/08/14.

Highlights

- Shared internet connectivity services are being provided to the humanitarian community from nine ETC hubs and six partner sites across South Sudan.
- ETC equipment in Bentiu has been upgraded to provide more robust services for the humanitarian community operating there.
- ETC equipment in Malakal has been relocated from the UNMISS camp to the new humanitarian hub. Equipment was upgraded to increase capacity of the system.

Achievements

- An ETC technician deployed to Malakal, Upper Nile state, to relocate internet connectivity equipment from UNMISS to the new humanitarian hub. Additional equipment was also installed to upgrade the system and enhance services.
- An ETC technician deployed to Mingkaman, Lakes State, to facilitate technical changes made remotely by emergency.lu partner SES to ETC Response Solution equipment at ACTED compound. On-site support was also provided to users.
- ETC equipment in Bentiu has been upgraded to provide more robust internet connectivity for humanitarian users. A WFP ICT Officer is currently onsite to ETC customer support services.



Installing the k-band VSAT in the new humanitarian hub in Malakal, Upper Nile state. Photo: DishNet/ Hardik Rajesh Kumar



-
- The ETC continues to programme radios for the humanitarian community in South Sudan and allocate call signs. In the past two weeks, the ETC programmed 73 radios for 59 different humanitarian organisations. Radio communications is vital for security and coordination, especially in remote areas.

Challenges and Gaps

- Procurement of telecommunications equipment continues to be challenging as lengthy import procedures and the volatile security situation frequently cause significant delays.
- ETC internet connectivity services in Bor are intermittent. The ETC has deployed a technician to address the issue.
- For a week during the last reporting period, ETC internet connectivity services in the UNMISS compound in Juba Topping were offline due to a localized power outage. Power supply and internet services have since been restored.

Planned Activities

- An ETC technician is in Bor to relocate internet connectivity equipment from UNMISS base to the new humanitarian hub. Equipment onsite will also be upgraded to meet increasing connectivity needs.
- In the coming weeks, a User feedback survey will be released as complementary instrument to assess ETC performance.
- An ETC technician will deploy to Yida, Unity State, to install inter-agency internet connectivity equipment in UNHCR compound.
- The ETC Response Solution, with technologies from emergency.lu, Ericsson Response and WFP, will be installed in Bentiu during the coming weeks to expand internet connectivity services and meet the demands of the growing humanitarian population there. Ground works have begun.
- Let's Comm radio training to be delivered in Juba, August 21 – 27. For more information, visit: <http://ictemergency.wfp.org/web/ictopr/lets-comm>
- In Malakal and Bor, ETC is planning to upgrade the existing WFP EMC VSATs to provide inter-agency services as part of the Humanitarian Internet Services Project (HISP).
- The South Sudan Humanitarian Country Team (HCT) has invited Global Cluster Coordinators to meet in Juba, 3 - 8 August. The purpose of the mission is to support the effective, efficient and sustained scale-up of humanitarian operations in order to meet the increasing needs of South Sudanese affected by the current crisis.

Meetings

- Local ETC meetings are held every two weeks. The next meeting will be held on **31/07/14**.
- Global ETC teleconferences are held every two weeks. The next teleconference will be held on **04/08/14**.



ETC Services in South Sudan

CITY	STATE	LOCATION	PROVIDED BY	SERVICES	REPEATER CHANNELS
Abyei	Abyei	WFP	WFP	<ul style="list-style-type: none"> Internet connectivity Radio communications 	3, 8, 14
Aweil	Northern Bahr el Ghazal	WFP	WFP	<ul style="list-style-type: none"> Internet connectivity Radio communications ICT Help Desk 	3, 11, 13
Bentiu (Rubkona)	Unity	WFP	ETC	<ul style="list-style-type: none"> Internet connectivity Radio Communications 	9
Bor	Jonglei	1) Humanitarian Hub 2) WFP	1) ETC 2) WFP	<ul style="list-style-type: none"> Internet connectivity Radio connectivity 	3, 10, 15
Ganyiel	Unity	IRC	ETC	<ul style="list-style-type: none"> Internet connectivity 	
Juba	Central Equatoria	1) UNMISS - Topping 2) UN House	1) ETC 2) ETC	<ul style="list-style-type: none"> Internet connectivity Radio communications Coordination & Logistics Hub ICT Help Desk Information Management Radio Training 	1,2,3,6,7,8,9,11,13,14,15
Kapoeta	Eastern Equatoria	WFP	WFP	<ul style="list-style-type: none"> Internet connectivity Radio communications ICT Help Desk 	10,13
Kaya	Upper Nile	UNHCR	UNHCR, UNICEF, WFP	<ul style="list-style-type: none"> Radio communications 	13
Kwajok	Warrap	UNHCR	UNHCR	<ul style="list-style-type: none"> Radio communications 	3, 14
Maban	Upper Nile	UNHCR	UNHCR, WFP	<ul style="list-style-type: none"> Internet connectivity Radio communications 	3, 9, 10
Malakal	Upper Nile	1) Humanitarian Hub 2) WFP	1) ETC 2) WFP	<ul style="list-style-type: none"> Internet connectivity ICT Help Desk Radio communications 	3, 6, 7, 9



Mingkaman	Lakes	1) ACTED 2) Save the Children	ETC, emergency.lu, Ericsson Response, WFP	<ul style="list-style-type: none"> • Internet connectivity • Radio Communications 	9
Nimule	Eastern Equatoria	UNHCR	ETC	<ul style="list-style-type: none"> • Internet Connectivity • Radio Communications 	3
Rumbek	Lakes	WFP	WFP	<ul style="list-style-type: none"> • Internet connectivity • Radio communications 	3, 4, 10, 11, 13
Torit	Eastern Equatoria	UNMISS	WFP	<ul style="list-style-type: none"> • Internet connectivity • Radio communications 	10, 12
Wau	Western Bahr El Ghazal	WFP	WFP	<ul style="list-style-type: none"> • Internet connectivity • Radio communications 	3, 6, 11, 15
Wunrok	Warrap	WFP	WFP	<ul style="list-style-type: none"> • Internet connectivity • Radio communications 	8, 15
Yambio	Western Equatoria	UNICEF	UNICEF/WFP	<ul style="list-style-type: none"> • Radio communications 	3, 6, 11, 15
Yida	Unity	UNHCR	UNHCR	<ul style="list-style-type: none"> • Radio communications 	3, 13

ETC services usage policy: <http://ictemergency.wfp.org/web/ictopr/etc/services-usage-policy>

ETC South Sudan factsheet: <http://ictemergency.wfp.org/documents/10844/512d2edf-5648-4537-a7c7-0467703cf16b>



Cluster Responsibilities

- The World Food Programme (WFP) is leading ETC activities in RoSS with responsibility for coordination, implementation and overall operational support for common ICT services.

Acronyms

ACTED	Agency for Technical Cooperation and Development
DMR	Digital Mobile Radio
ECOM	Emergency Corps of the Order of Malta
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
ICT	Information and Communications Technology
IRC	International Rescue Committee
NGO	Non-Governmental Organization
RRC	Relief and Rehabilitation Commission
TETRA	Terrestrial Trunked Radio
UN	United Nations
UNESCO	UN Educational, Scientific and Cultural Organization
UNFPA	United Nations Population Fund
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNMISS	United Nations Mission in South Sudan
VHF	Very High Frequency
WFP	World Food Programme

All information related to ETC operations can be found on the ICT Emergency website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact:
SouthSudan.ETC@wfp.org

Background on the crisis:

Conflict broke out in Juba, the capital of South Sudan, on 15 December 2013 and quickly spread to several other states. Within weeks, thousands of people had been killed or wounded in the violence, and hundreds of thousands displaced from their homes. The crisis has led to a serious deterioration in the food security situation, and some 3.9 million people will face alarming levels of food insecurity by August 2014.

The Emergency Telecommunications Cluster (ETC) was activated in South Sudan in 2011, following the country's independence, to provide security and data telecommunications and coordination services to the humanitarian community. Since the recent conflict began, the ETC scaled up its activities and expanded to new locations in the interior of South Sudan, supporting humanitarian organizations involved in the crisis response through the provision of vital telecommunication services.

Sources: OCHA South Sudan Crisis Situation Report, Emergency Telecommunications Cluster (ETC)