Republic of South Sudan (RoSS)

ETC Situation Report #55

Reporting period 28/07/14 to 10/08/14

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 25/08/14.

Highlights

- The ETC is now providing internet connectivity to the humanitarian community in Yida.

- The Global Cluster Coordinators meeting has been held in Juba, 03-08/08/14.

Achievements

- The ETC is now providing shared internet connectivity services to the humanitarian community in Yida from the UNHCR compound using a K-band VSAT.

- In Bentiu, Unity State, an ETC Customer Support Services assistant was deployed to provide onsite ICT support to humanitarian workers during the last three weeks. Approximately 183 humanitarian workers are currently using ETC services however this number is expected to increase. Additional ETC equipment has been installed to increase the system capacity.

- In Mingkaman, Lakes State, ETC partners raised connectivity issues last Thursday. A technician was deployed the same day and the services were restored using a temporary solution. Four hundred and thirty humanitarians have now registered to use ETC services onsite.

- The ETC relocated the VSATs from the UNMISS base in Bor, Jonglei State to the new humanitarian hub, where most humanitarian organisations are moving. Connectivity services are currently being utilised by more than 60 users.

- The Global Cluster Coordinators meeting was held in Juba, from 03-08/08/14; Martin Kristensson (Global ETC Coordinator) represented the ETC. The purpose of the

Installing the wireless transmitter in UNHCR compound, in Yida, Unity State.
Photo: WFP/Deborah Bongiri

The ETC provides timely, predictable and effective Information Communications Technology services to support the humanitarian community in carrying-out their work efficiently, effectively and safely.

meeting was to enhance coordination both on global and local levels, taking into consideration that the emergency in country is getting worse.

- A technician intervened at the UN House, Juba 3, to reconfigure the system which was causing Wi-Fi connectivity issues.

- 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 42 radios. Radio communications are vital for security and coordination, especially in remote areas.

Challenges and Gaps

- In Mingkaman, the user registration system is not working properly, a technician will be deployed to address the problem.

- Procurement of telecommunications equipment continues to be challenging as lengthy import procedures and the volatile security situation frequently cause significant delays.

Planned Activities

- In the coming weeks, a user feedback survey will be released to assess ETC performance and satisfaction with ETC services.

- 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 from 21-27/08/14. For more information, visit: http://ictemergency.wfp.org/web/ictepr/lets-comm

Meetings

- Local ETC meetings are held every two weeks. The next meeting will be held on **14/08/14**.

- Global ETC teleconferences are held every two weeks. The next teleconference will be held on **18/08/14**.

ETC Services in South Sudan

CITY	STATE	LOCATION	PROVIDED BY	SERVICES	REPEATER CHANNELS
Abyei	Abyei	WFP	WFP	• Internet connectivity • Radio communications	3, 8, 14
Aweil	Northern Bahr el Ghazal	WFP	WFP	• Internet connectivity • Radio communications • ICT Help Desk	3, 11, 13
Bentiu (Rubkona)	Unity	WFP	ETC	• Internet connectivity • Radio Communications	9
Bor	Jonglei	1) Humanitarian Hub 2) WFP	1) ETC 2) WFP	• Internet connectivity • Radio connectivity	3, 10, 15
Ganyiel	Unity	IRC	ETC	• Internet connectivity	
Juba	Central Equatoria	1) UNMISS - Tomping 2) UN House	1) ETC 2) ETC	• 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	• Internet connectivity • Radio communications • ICT Help Desk	10,13
Kaya	Upper Nile	UNHCR	UNHCR, UNICEF, WFP	• Radio communications	13
Kwajok	Warrap	UNHCR	UNHCR	• Radio communications	3, 14
Maban	Upper Nile	UNHCR	UNHCR, WFP	• Internet connectivity • Radio communications	3, 9, 10
Malakal	Upper Nile	1) Humanitarian Hub 2) WFP	1) ETC 2) WFP	• 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	• Internet connectivity • Radio Communications	9
Nimule	Eastern Equatoria	UNHCR	ETC	• Internet Connectivity • Radio Communications	3
Rumbek	Lakes	WFP	WFP	• Internet connectivity • Radio communications	3, 4, 10, 11, 13
Torit	Eastern Equatoria	UNMISS	WFP	• Internet connectivity • Radio communications	10, 12
Wau	Western Bahr El Ghazal	WFP	WFP	• Internet connectivity • Radio communications	3, 6, 11, 15
Wunrok	Warrap	WFP	WFP	• Internet connectivity • Radio communications	8, 15
Yambio	Western Equatoria	UNICEF	UNICEF/WFP	• Radio communications	3, 6, 11, 15
Yida	Unity	UNHCR	UNHCR	• Internet connectivity • Radio communications	3, 13

ETC services usage policy: http://ictemergency.wfp.org/web/ictepr/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:
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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)