Republic of South Sudan (RoSS)

ETC Situation Report #56

Reporting period 11/08/14 to 31/08/14

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 08/09/14.

Highlights

- During the reporting period 24 ICT staff from the humanitarian community benefitted from the ETC security telecommunications training - *Let's Comm.*

Achievements

- The ETC is providing shared connectivity services in ten locations across the country. Shared services are being provided at an additional six partner sites.

- Two back to back sessions of the ETC security telecommunications training - *Let's Comm* were organized for the ETC humanitarian partners. First session was held from 21–27/08/14, second session started on the 29/08/14 and will end on the 04/09/14. Twenty four ICT staff from South Sudan humanitarian community benefited from this training.

- The ICT Emergency Coordinator and the ETC Coordinator met with the Minister of Telecommunication and Postal Services. The minister expressed her interest to enhance cooperation with the cluster and a follow-up meeting is planned with key staff in the Ministry.

- The ETC provided radio programming services to five UN Agencies and NGOs over the past two weeks. Two hundreds and five radios have been programmed for AHA, Care, FAO, Intersos, IRC, MAG, OXFAM, Plan International, UNDP, UNDSS, UNFPA, UNWOMEN, WFP, WHO.

Configuring a VHF Radio station during *Let's Comm* training in Juba.
Photo: WFP/Nyanaprakash Muniandy

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.

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

- An ETC customer satisfaction survey was circulated among humanitarian organizations two weeks ago. The deadline was extended till the 8th of September.

- Two ETC staff were deployed in Bentiu to install the ETC Response Solution, with technologies from emergency.lu, Ericsson Response and WFP Connectivity. Services are planned to be operational early next week, however security situation remain volatile.

- A solar hybrid kit was shipped and a FITTEST technician will arrive in Juba on 2/9/14, install the solar panels and deliver a local solar hybrid installation training. A VSAT was shipped to Nyal and will be installed shortly.

- In Koch, a feasibility assessment is currently under way to install connectivity equipment.

- The ETC training *intro to IT Emergency Management* to be delivered in Juba from 8–10/09/14.

Meetings

- Local ETC meetings are held every two weeks. The next meeting will be held on **11/09/14**.

- Global ETC teleconferences are held every two weeks. The next teleconference will be held on **15/09/14**.

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	• 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
AHA	African Humanitarian Action
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)