

**Republic of South Sudan (RoSS)**  
**ETC Situation Report #58**  
**Reporting period 08/09/14 to 21/09/14**

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 06/10/14.

## Highlights

- More than 80% of users are satisfied by the services provided by ETC in South Sudan according to the user feedback survey launched this month.

## Achievements

- The ETC is providing shared connectivity services in twelve sites across the country. Additional shared services are being provided at an eight partner sites.
- The OCHA *Humanitarian Needs Overview (HNO)* process for 2015 planning started last week. ETC will participate designing the 2015 humanitarian strategy for South Sudan.
- The ETC user feedback survey was closed on 22/09/14. ETC collected 74 replies with a satisfaction rate of more than 80% for every ETC service. An in-depth analysis document will be produced and circulated to the ETC community this week.
- In Bentiu, two ETC technicians are on site in order to follow up on a power outage that is affecting the ETC Response Solution installed two weeks ago. The equipment is still under testing phase and Ericsson Response is working on a software update to improve the authentication system.
- The ETC continues to provide radio programming services to UN Agencies and NGOs. During the reporting period 77 radios were programmed for 5 humanitarian organizations.



**The ETC Response Solution installed in Bentiu (Rubkona).**  
*Photo: WFP/John Mawa*



---

## Challenges and Gaps

- In Mingkaman, the user registration system is not working at full capacity. An ETC technician currently on site is working to bring back WIDER4 online in order to allow Ericsson Response to operate remotely.
- Some of the ETC equipment sent to Nyal last week went missing. ETC will arrange to ship another VSAT. A technician will be deployed with the equipment to start the installation. Currently Nyal is devoid of shared ICT services.
- Procurement of telecommunications equipment continues to be challenging as lengthy import procedures and the volatile security situation frequently cause significant delays.

## Planned Activities

- A solar kit was shipped to Ganyiel in order to provide source of power for the ETC equipment. An ETC technician will be deployed this week to install it.
- A feasibility assessment was conducted by a WFP ICT Staff in Koch. The ETC is planning to install connectivity services in KOCH in the coming week. There are five agencies without shared connectivity services on site

## Meetings

- Global ETC teleconferences are held every two weeks. The next teleconference will be held on **29/09/14**.
- Local ETC meetings are held every two weeks. The next meeting will be held on **25/09/14**.



## ETC Services in South Sudan

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



---

Mingkaman	Lakes	1) ACTED 2) Save the Children	ETC, emergency.lu, Ericsson Response, WFP	<ul style="list-style-type: none"><li>• Internet connectivity</li><li>• Radio Communications</li></ul>	9
Nimule	Eastern Equatoria	UNHCR	ETC	<ul style="list-style-type: none"><li>• Internet Connectivity</li><li>• Radio Communications</li></ul>	3
Rumbek	Lakes	WFP	WFP	<ul style="list-style-type: none"><li>• Radio communications</li></ul>	3, 4, 10, 11, 13
Torit	Eastern Equatoria	UNMISS	WFP	<ul style="list-style-type: none"><li>• Internet connectivity</li><li>• Radio communications</li></ul>	10, 12
Wau	Western Bahr El Ghazal	WFP	WFP	<ul style="list-style-type: none"><li>• Internet connectivity</li><li>• Radio communications</li></ul>	3, 6, 11, 15
Wunrok	Warrap	WFP	WFP	<ul style="list-style-type: none"><li>• Internet connectivity</li><li>• Radio communications</li></ul>	8, 15
Yambio	Western Equatoria	UNICEF	UNICEF/WFP	<ul style="list-style-type: none"><li>• Radio communications</li></ul>	3, 6, 11, 15
Yida	Unity	UNHCR	UNHCR	<ul style="list-style-type: none"><li>• Internet connectivity</li><li>• Radio communications</li></ul>	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
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
WIDER	Central globalised management solution provided by Ericsson Response that allows the ETC to distribute and manage access to internet services.

All information related to ETC operations can be found on the ICT Emergency website: [www.ETCluster.org](http://www.ETCluster.org)

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