

Republic of South Sudan (RoSS)
ETC Situation Report #63
Reporting period 01/12/14 to 14/12/14

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 29/12/14.

Highlights

- Continuous missions to offer help desk services have been conducted to the major ETC sites across South Sudan.
- ETC participated to the 2015 Common Humanitarian Fund first allocation process.

Achievements

- ETC is currently providing vital frontline ICT services to over 120 humanitarian partners operating in South Sudan: security telecommunications and data connectivity services, technical support (Help Desk support & Management) and training (Capacity building in ICT to Humanitarian community). The Cluster continues to support 13 sites with Emergency Response connectivity across the country.
- From 2/12/2014 to 4/12/2014 an additional mission has been carried out to Bentiu (Unity State) in order to assess the client satisfaction on ETC services and to build a plan on how to improve the services.
- In Ganyiel (Unity State), ETC installed a power solar system to provide stable energy to the connectivity equipment.
- The cluster has been engaged in the 2015 CHF first allocation process reviewing and prioritizing funding in support to the strategic response plan. ETC has applied and got confirmation it will receive USD 900,000 to carry on some of its 2015 activities. These funds are expected to be received in January 2015.



The Humanitarian Internet Support Project (Aweil).

Photo: WFP/Solomon Welle



- ETC is looking for a long term solution of replacing the K-bands in areas (5 cities) where WFP does have offices as part of the Humanitarian Internet Support Project (HISP).
- In Aweil, HISP test phase has been successfully concluded, cost recovery modality will commence in 2015. A mission to install HISP equipment in Malakal (Unity State) is still underway.
- The ETC provides radio programming services to UN Agencies and NGOs. A total of 1398 radios have been programmed in 2014 for 68 humanitarian organizations.

Challenges and Gaps

- ETC internet connectivity services in Bentiu and Mingkaman are intermittent. The ETC is addressing these issues in collaboration with partners to find a solution as soon as possible.
- Funding for ETC in 2014 has been exhausted and additional funding is required to continue the current level of service provision. The ETC is working with the Global ETC Support Cell in order to reach partners and donors for additional resources.

Planned Activities

- In Mingkaman (Lakes State) and Malakal (Upper Nile State), a mission will be conducted to evaluate the user perception of ETC services' quality.
- ETC will continue to work with FITTEST, Ericsson Response and emergency.lu in order to improve performance of the ETC Response Solution.

Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on **14/01/2015**.
- Local ETC meetings are held every two weeks. The next meeting will be held on **08/01/2015**.



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 	7, 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, 12, 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
Koch	Unity	Humanitarian Hub	ETC	<ul style="list-style-type: none"> Internet connectivity 	
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"> • 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"> • Internet connectivity • 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>

ETC South Sudan services map: <http://ictemergency.wfp.org/documents/10844/fa8552ec-f063-41ac-825e-02f078fe9f85>



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
CHF	Common Humanitarian Fund
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
HF	High Frequency
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
IRC	International Rescue Committee
NGO	Non-Governmental Organization
UN	United Nations
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)