

Republic of South Sudan (RoSS)
ETC Situation Report #65
Reporting period 29/12/14 to 11/01/15

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 26/01/15.

Highlights

- Continuous remote support has been provided to the major ETC sites across South Sudan to offer help desk services.
- In 2015, ETC will concentrate its effort serving the Operating Centres that OCHA is establishing in order to respond to the crisis in 2015.

Achievements

- ETC is currently providing vital frontline ICT services to over 120 humanitarian organizations operating in South Sudan: security telecommunications and data connectivity services, technical support (help desk support & management) and training (capacity building in ICT to the humanitarian community). The Cluster continues to support 13 sites with Emergency Response connectivity across the country.
- A mission to Bentiu to provide help desk on the ETC Response Solution, with technologies from emergency.lu, Ericsson Response and WFP is currently ongoing. The connectivity services are currently stable, and ETC is introducing the Humanitarian Internet Support Project (HISP) to the humanitarian organizations on the ground.



The ETC equipment in Malakal, Upper Nile State.
Photo: WFP/Deborah Bongiri

- A Mission to Malakal was carried out during the reporting period in order to meet the humanitarian partners and update them on the rollout of HISP. Service is being tested for reliability and availability of bandwidth. At this point in time, five humanitarian partners out of ten are already been activated for service. A cost recovery model will be introduced at the end of February.
- ETC provides radio programming services to UN Agencies and NGOs. Thirty-two radios have been programmed during the first week of 2015 for WFP, IOM and Tear Fund.



Challenges and Gaps

- ETC has been short of funding in 2014. It has participated in the allocation process for the 2015 CHF first allocation obtaining USD 900,000 for the first 6 months of the year out of a USD 4.5 million of annual budget. To achieve its target, the cluster is looking for other sources of funding and potential new donors.
- Planned Activities ETC will bring connectivity and security telecommunication services to the humanitarian community in the new established conflict affected sites.
- Meanwhile, ETC is strengthening its cost recovery capability, especially for connectivity services, implementing the Humanitarian Internet Support Project HISP in the sites where the humanitarian presence is stable and a long term solution is needed. In Malakal the roll out of the cost recovery phase will start in February, the next HISP location is Bentiu.

Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on **11/02/2015**.
- Local ETC meetings are held every two weeks. The next meeting will be held on **22/01/2015**.



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/10844/38cef14d-70c0-491c-ba1d-4d55357e7a69>



Cluster Responsibilities

- The World Food Programme (WFP) is leading ETC activities in South Sudan 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)