Republic of South Sudan (RoSS)

ETC Situation Report #67

Reporting period 26/01/15 to 08/02/15

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 23/02/15.

Highlights

- On-site as well as remote support continues to be provided to all ETC sites across South Sudan.

- In 2015, the ETC will concentrate its efforts on providing ICT support services to Operating Centres being established by the Inter Cluster Working Group (ICWG) in response to the crisis.

- ETC will continue to deploy cost-recovery based sustainable and reliable internet connectivity services (HISP) in 2015 in post-conflict locations as a long term solution.

Achievements

- ETC is currently providing vital frontline ICT services to over 120 humanitarian organizations operating in South Sudan, including security telecommunications and internet connectivity services, technical support (help desk support & management) and training (Capacity building of ICT services to Humanitarian Community). The Cluster continues to support 13 sites with connectivity across the country.

ETC Technician John Mawa working in Bentiu, Unity State.
Photo: WFP/Loro Wani

- In Mingkaman, ETC is providing ICT support to the Biometric Team for the WFP Cash and Voucher System. ETC has also provided assistance in troubleshooting and resolving the data connection issue on the EMC WFP network. User support at the humanitarian hub is ongoing for both WFP and ETC networks. Power issues with radio equipment were also resolved. A temporary solution was provided to resolve the overheating problem with ETC equipment due to failure of an in-built heat-dissipating fan. A replacement of the faulty equipment is under process.

- In Bentiu, a mission is underway to provide ICT user support to humanitarians. By installing an additional Access Point, the network wireless coverage has been extended to UNHCR compound. On the Humanitarian Internet Support Project (HISP), awareness is being raised by presenting it to the humanitarian community as the service will be provided to them within the humanitarian hub.

- In the other 11 sites, ETC continues to support users remotely from Juba

- ETC provides radio programming services to UN Agencies and NGOs. During the 6th week of 2015, 101 radios have been programmed for WFP, UNDP, UNFPA, UNESCO, DRC, Inter News, Mercy Corps, Oxfam, Plan International, and Save the Children.

Challenges and Gaps

- The ETC in South Sudan suffered from a funding shortfall in 2014. From the first allocation of the 2015 Common Humanitarian Fund (CHF), the ETC has received US$900,000 for the first 6 months, out of a US$4.5 million annual budget. To meet funding requirements, the ETC is looking for other sources and potential new donors.

Planned Activities

- In Malakal, HISP services are being rolled out. The mission is underway to carry-out the acceptance testing for the reliability and availability of the service.

- ETC will bring connectivity and security telecommunication services to the humanitarian community in the new conflict affected sites as mandated.

- ETC is strengthening its cost recovery capability, especially for connectivity services, implementing HISP in the sites where the humanitarian presence is stable and a long-term solution is needed. The next HISP location is Bor.

- Due to finding shortfall and for better resources utilisation, two ETC sites (Nimule and UN House Juba-3) will be shutdown with effect from 01/03/2015. All the stakeholders have been communicated about this change.

Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on **11/03/2015**.

- Local ETC meetings are held every two weeks. The next meeting will be held on **19/02/2015**.

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	7, 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, 12, 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
Koch	Unity	Humanitarian Hub	ETC	• Internet connectivity	
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

ETC South Sudan services map: http://ictemergency.wfp.org/documents/10844/38cef14d-70c0-491c-ba1d-4d55357e7a69

Cluster Responsibilities

- 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
EMC	Emergency Markets Communications
ETC	Emergency Telecommunications Cluster
HF	High Frequency
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
ICWG	Inter Cluster Working Group
IRC	International Rescue Committee
NGO	Non-Governmental Organization
UN	United Nations
UNDP	United Nations Development Programme
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)