Republic of South Sudan (RoSS)

ETC Situation Report #68

Reporting period 09/02/15 to 23/02/15

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 09/03/15.

Highlights

- The 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.

- In 2015, the ETC is concentrating efforts on providing ICT support services to priority locations established by the Inter-Cluster Working Group (ICWG) in response to the ongoing complex crisis.

- The ETC is strengthening its cost sharing capability by implementing the Humanitarian Internet Support Project (HISP), a more sustainable and reliable internet connectivity service in sites where the humanitarian presence is stable and a long-term solution is needed.

ETC Technician Tenson Majaraunga performing radio maintenance activities in Wau, Western Bahr el Ghazal State.
Photo: WFP/Louis Lokunga

Achievements

- On-site as well as remote emergency response connectivity support continues to be provided to 13 ETC sites across South Sudan.

- In Mingkaman (Lakes State), over-heating issues experienced with equipment used for providing internet services have been resolved by replacing the faulty item.

- In Malakal (Upper Nile State), the deployment and rollout of HISP infrastructure and services has been completed. Initial reports from users on their experience with HISP services are very positive.

- In Rumbek (Lakes State), the ETC provided a comprehensive training course to humanitarian partners on the use of radio equipment.

- The ETC continues to provide radio programming services to humanitarian partners in South Sudan. During the reporting period, 152 radios have been programmed for WFP, UNDP, FAO, Wold Bank, Acted, DRC, Internews, IMC, IRC, Mercy Corps, NGO Forum, Save the Children and SDC.

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.

- Humanitarian partners in Aweil (Northern Bahr el Ghazal State) have reported connectivity issues with HISP services. An ETC mission has been deployed to support users there.
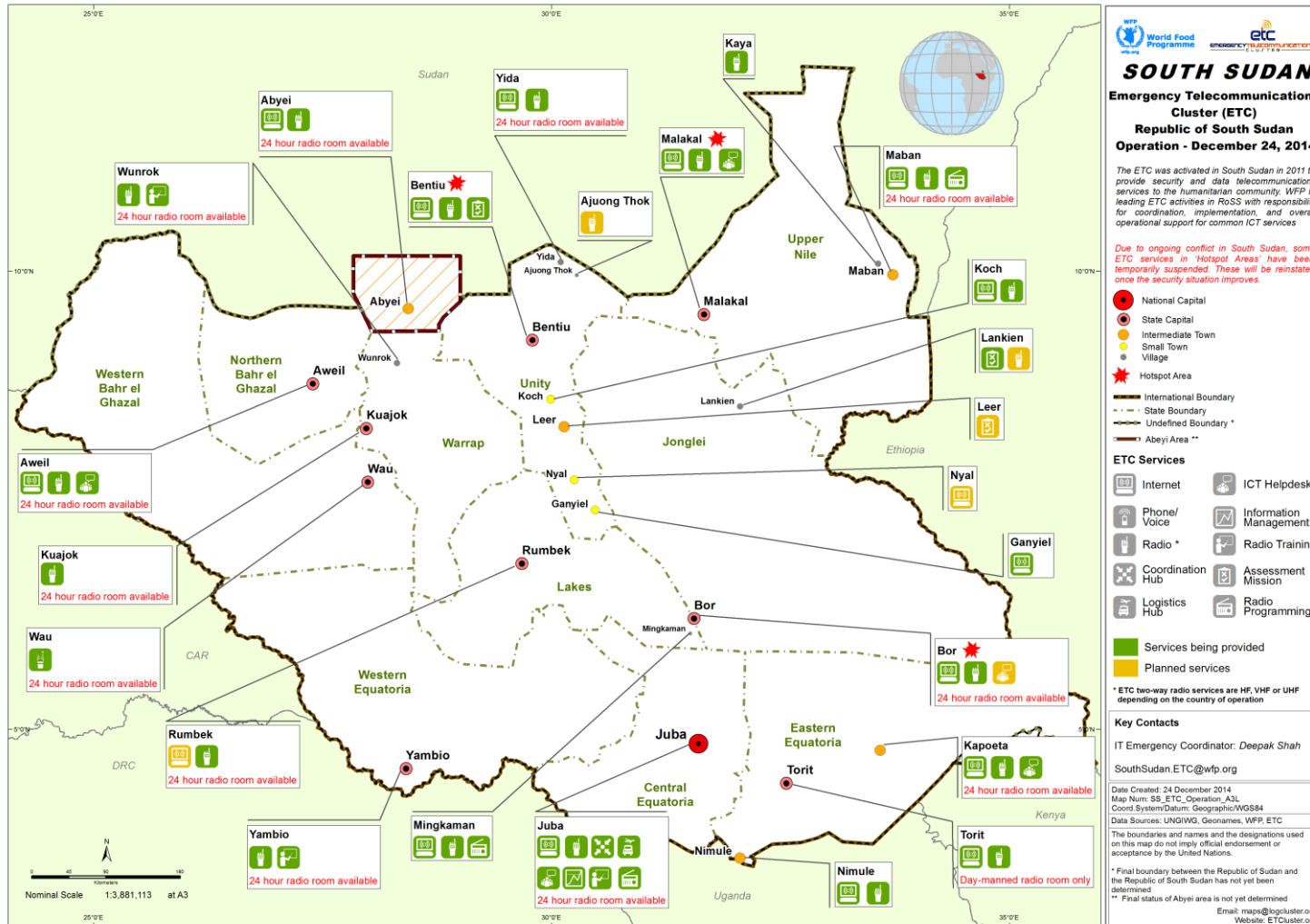
Planned Activities

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

- In Mingkaman, due to an equipment failure, internet is currently down in the humanitarian hub. The replacement pieces are being shipped to Juba and a mission is planned to install the equipment. In the meantime, humanitarians needing internet connectivity in Mingkaman can continue to access services at the second ETC site.

  - As a long-term solution, Mingkaman has been identified as the next location for HISP rollout. A mission will be carried out to conduct a site survey and present the project to the humanitarian community.

- Based on the prioritisation of locations, two ETC sites (Nimule and UN House Juba-3) will be shutdown with effect from 01/03/2015. The freed up resources will be utilized for new priority locations in the conflict affected states.

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 **05/03/2015**.

ETC Operation Map in South Sudan

Emergency Telecommunications Cluster (ETC)
www.ETCluster.org

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

CHF	Common Humanitarian Fund
DRC	Danish Refugee Council
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organisation
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
ICWG	Inter Cluster Working Group
IMC	International Medical Corps
IRC	International Rescue Committee
NGO	Non-Governmental Organization
SDC	Swiss Agency for Development and Cooperation
UN	United Nations
UNDP	United Nations Development Programme
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNMISS	United Nations Mission in South Sudan
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)