![Emergency Telecommunications Cluster logo]

IRAQ

ETC Situation Report # 17

Reporting period 20Feb15 to 05Mar15

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Highlights

- The Sulaimaniya and Arbat camp DMR repeater network is now operational and monitored by Sierra Sierra Base radio-room in Sulaimaniya on a 24/7 basis.

- Further training for Sulaimaniya radio-operators was conducted including configuration/programming of radios for UN and NGO staff.

Cluster Responsibilities

- WFP is leading ETC activities in Iraq. The ETC is responsible for providing emergency telecommunications support to humanitarian organisations on the ground.

Achievements

- A mission to Sulaimaniya was conducted to finalise the local repeater and radio-room operations and to meet ETC/humanitarian partners to assess needs in Arbat and the newly established IDP/refugee camps.

- ETC equipment has been loaned to UNAMI and technical support provided to assist in resolving the microwave link problems between the wide area repeaters throughout KRI.

- A number of staff trainings were conducted in Sulaimaniya on new digital radio features.

- Handover of the new DMR codeplug files to the radio-room, now acting as the focal-point for programming of UN/NGO radios in Sulaimaniya.

- The ETC services user survey has been extended to the 11th March, links to the survey can be found on the new Wavelength Issue and here: http://ictemergency.wfp.org

- The ETC continues to configure radios for UN agencies and NGOs with a standard codeplug compatible with both digital and analogue radio networks. To date, over 310 individual radios have been configured.

- Radio training is being delivered by the ETC and UNAMI to UN and NGO staff on an ongoing basis. This is to ensure that correct radio protocol is consistently followed by all humanitarian organisations to facilitate the safety of staff. To date, the ETC has trained approximately 130 staff from various humanitarian organisations. In addition, training of staff in the use of radios is ongoing.

Connectivity to Save Lives

- ETC wireless internet connectivity is available to all humanitarian organizations in three key operational areas: Domiz and Arbat camps, as well as a transit camp 7 kms from Arbat.

- In the Domiz camp there are 33 confirmed and 37 accumulated users registered on the Ericsson WIDER network.

- In the Arbat camp there are 67 confirmed and 95 accumulated users registered on the Ericsson WIDER network.

- All UN agencies are encouraged to compile call-sign lists according to the common ETC format. This will ensure radio rooms can track staff more effectively and improve overall security.

- All Humanitarian agencies and NGO's are also encouraged to use the standard ETC provided codeplug to ensure overall compatibility country-wide between radios to facilitate security of staff.

Challenges and Gaps

- Flight options for the importation of equipment remain limited. This can delay the deployment of humanitarian ICT services.

- Additional radio frequencies are required to expand the capacity of the digital network in Erbil. UNAMI has requested these frequencies and government approval is pending.

- Any staff wishing to travel outside of Erbil must attend SAIT training, which takes four days. In addition, several days may be needed to apply and receive residency status thus delaying further deployment to the field.

- Funding for the cluster is available till the end of March, further ETC support post March is dependent on further donor funding.

Planned Activities

- Installing a 100 ft guyed tower in Domiz, Dohuk and Sulaimaniya to improve repeater coverage.

- Continue reprograming of VHF radios with the new DMR standards and radio training in all locations.

- Resolve the ISP connectivity issue in Arbat camp.

- Replace the 2 x faulty POE boxes in the Sulaimaniya repeater site.

- Conduct an assessment of the Mt Sara repeater site.

- Enhance inter-agency radio services in Erbil in order to provide better security for staff and vehicle movement, ETC will be providing additional staffing and equipment to the UNAMI radio room.

- Continue the integration of humanitarian radios into the UNAMI digital radio tracking service.

Meetings

Global ETC teleconference

The next Global ETC teleconference will be held on 11/03/15.

Local ETC meeting

The next Local ETC meeting will be held on 24/03/15.

All information related to ETC operations can be found on the ICT Emergency website:
http://ictemergency.wfp.org

For more information, or to be added or deleted from the mailing list, please contact: Iraq.ETC@wfp.org

Services Available

CITY	LEAD AGENCY	ETC SERVICES
Erbil	WFP	- Coordination - Information Management - ICT Helpdesk - Logistics Hub - Radio Programming - Training - VHF radio coverage
Sulamaniyah	WFP	- Radio Programming - Training - VHF radio coverage
Arbat Camp	WFP	- Internet connectivity - Radio Programming - Training - VHF radio coverage
Dohuk	WFP/UNHCR	- Radio Programming - Training - VHF radio coverage
Domiz Camp	WFP	- Internet connectivity - Radio Programming - Training - VHF radio coverage
Baghdad	WFP/UNAMI	Assessment
Basra	WFP/UNAMI	*Planned Assessment mission*

ETC Iraq Focal Points

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Acronyms

CITS	Communications and Informtion Technology Services
DMR	Digital Mobile Network
ETC	Emergency Telecommunications Cluster
FITTEST	Fast IT and Telecommunications Emergency and Support Team
ICT	Information and Communications Technology
ISP	Internet Service Provider
IT	Information Technology
JCMC	Joint Coordination and Monitoring Centre
OPSCEN	Operations Centre
POE	Power Over Ethernet
SAIT	Security Awareness and Induction Training
SRSG	Special Representative of the Secretary General
UNAMI	United Nations Assistance Mission in Iraq
UNCT	United Nations Country Team
UNDSS	United Nations Department for Safety and Security
VHF	Very High Frequency
WFP	World Food Programme
WG	Working Group
WIDER	Wireless LAN In Disaster and Emergency Response