

IRAQ

ETC Situation Report # 28

Reporting period 07/08/15 – 20/10/15

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Highlights

- Applications have now open for ETC Let's Comm Digital training in Erbil from 13-17 December. Applications close on 9 November.
- The Iraq ETC has launched a user feedback survey. Humanitarian personnel in Iraq are encouraged to respond.
- A new technical specialist joined the Iraq ETC team based in Erbil on 8 September. The specialist comes from ETC standby partner, the Swedish Civil Contingencies Agency (MSB).
- The ETC submitted inputs to the 2016 Iraq Humanitarian Needs Overview (HNO).

Response

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

General

- The ETC will conduct Let's Comm Digital training in Erbil from 13-17 December. The objective of the training is to build the capacity of local ICT staff in digital radio communication technology. The training is open to ICT staff from UN agencies and NGOs. Details on the application process can be found at www.etcluster.org/training/lets-comm-digital. Applications close on 9 November.
- The ETC has launched an online user feedback survey and is calling for responses from the humanitarian community in Iraq. The survey results will help to enhance ETC service delivery. The survey can be accessed at www.surveymonkey.com/r/iraqETC2015
- For radio training and programming assistance the ETC can be contacted at: iraq.etc@wfp.org. Over 470 radios have been programmed by the ETC in Iraq to date.

Sulaymaniya, Arbat Camp and Ashti Camp

- The ETC completed the installation a new 30-foot telecommunications tower at the UNHCR office in Sulaymaniya in August. All telecommunications infrastructure has now been transferred to the new tower.

- The ETC carried out an assessment at Arbat camp and Ashti camp in September to review the status of internet data services available to UN and NGO staff working at the two locations. Plans are in place to expand internet coverage at both camps in collaboration with Ericsson Response.
- An ETC mission to Sulaymaniya in October resolved an issue affecting an ETC analogue radio repeater. The issue was caused by an unstable power source and was resolved by rewiring the solar panels and replacing the battery box connected to the repeater. On the same mission, the ETC resolved an issue that was affecting the wireless link connecting Arbat camp.
- The ETC is providing analogue and digital radio services to NGOs and UN agencies in Sulaymaniya and Arbat camp.
- The radio room in Sulaymaniya is operating on a 24/7 basis and Arbat camp is monitored from this radio room.
- The ETC is providing wireless internet access to all humanitarian organizations working at Arbat camp and a transit camp 7km from Arbat.

Dahuk and Domiz Camp

- The ETC is providing analogue and digital radio services to NGOs and UN agencies in Dahuk and Domiz camp.
- The radio room in Dahuk operates 12 hours a day, six days a week and the Domiz camp is monitored from this radio room.
- The ETC is providing wireless internet access to humanitarian organizations working at Domiz and Ashti camp.

Erbil

- The ETC is providing analogue radio services to NGOs and UN agencies in Erbil.
- The radio room in Erbil operates on a 24/7 basis.
- The ETC is providing four additional radio operators to the inter-agency radio room in Erbil which has increased the efficiency of the radio room in tracking missions and staff.



Planned Response

- The ETC has launched an online user feedback survey to all existing and future users of ETC services in Iraq. The objective of the survey is to improve understanding of the changing needs of the humanitarian community in relations to telecommunications services. The survey can be accessed at www.surveymonkey.com/r/iraqETC2015
- The ETC is awaiting clearance of WIDER equipment supplied by ETC partner, Ericsson Response. Ericsson WIDER is a tool that manages and distributes internet connectivity. The tool will be utilised to expand and enhance internet coverage in Domiz, Arbat and Ashti camps.



- The ETC is assessing a request from the humanitarian community to expand radio network coverage in key locations in south Sulaymaniya where humanitarian missions are underway.
- Two digital radio repeaters are ready for deployment in Erbil. The new ETC digital network will enable agency specific channels and an SMT-channel for use by security/SMT staff only. The digital network will operate in parallel with the existing ETC analogue radio network in Erbil.
- Two additional radio operators are required to operate the radio room in Dahuk to move to 24/7 operations, and one additional radio operator is required for the radio room in Sulaymaniya to maintain 24/7 operations.
- The ETC continues to re-programme VHF radios with the new digital DMR radio standard and to provide radio training in operational locations.



ETC radio repeater in Sulaymaniya, Iraq. Source: Khawar Ilyas, WFP.

Challenges and Gaps

- All staff required to travel outside of Erbil must attend a three-day SSAFE training course. In addition, several days may be needed to apply and receive residency status thus delaying further deployment to the field.
- Visas are required for all staff travelling to Iraq including those traveling on a United Nations Laissez-Passer (UNLP). The lead time to obtain visas can delay the arrival of staff in country.

Meetings

- Global ETC teleconference: the next Global ETC teleconference will be held on 21/10/15.

All information related to ETC operations can be found on the ETC website: ETCluster.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/UNAMI	<ul style="list-style-type: none"> • Coordination • Information Management • ICT Helpdesk • Logistics Hub 	<ul style="list-style-type: none"> • Radio Programming • Training • VHF Radio Coverage • 24/7 Radio Room
Sulaymaniya	WFP	<ul style="list-style-type: none"> • Radio Programming • Training 	<ul style="list-style-type: none"> • VHF Radio Coverage • 24/7 Radio Room
Arbat Camp	WFP	<ul style="list-style-type: none"> • Internet Connectivity • Radio Programming • Training 	<ul style="list-style-type: none"> • VHF Radio Coverage • Monitored from Sulaymaniya Radio Room
Dahuk	WFP/UNHCR	<ul style="list-style-type: none"> • Radio Programming • Training 	<ul style="list-style-type: none"> • VHF Radio Coverage • 12/6 Radio Room
Domiz Camp	WFP	<ul style="list-style-type: none"> • Internet Connectivity • VHF Radio Coverage • Radio Programming 	<ul style="list-style-type: none"> • Training • Monitored from Dahuk Radio Room
Basra	UNAMI	<ul style="list-style-type: none"> • Radio Programming • VHF Radio Coverage 	<ul style="list-style-type: none"> • 24/7 Radio Room
Baghdad	UNAMI	<ul style="list-style-type: none"> • VHF Radio Coverage 	<ul style="list-style-type: none"> • 24/7 Radio Room
Kirkuk	UNAMI	<ul style="list-style-type: none"> • VHF Radio Coverage 	<ul style="list-style-type: none"> • 24/7 Radio Room



ETC Iraq Focal Points

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Acronyms

COMCEN	Communications Centre (radio room)
DMR	Digital Mobile Network
ETC	Emergency Telecommunications Cluster
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
ICT	Information and Communications Technology
IM	Information Management
IT	Information Technology
KR-I	Kurdistan Region - Iraq
MSB	Swedish Civil Contingencies Agency
OPSCEN	Operations Centre
POE	Power Over Ethernet
SMT	Security Management Team
SSAFE	Safe and Secure Approaches in Field Environments
UNAMI	United Nations Assistance Mission in Iraq
UNDSS	United Nations Department for Safety and Security
UNLP	United Nations Laissez Passer (UN travel document)
VHF	Very High Frequency
WFP	World Food Programme
WIDER	Wireless LAN in Disaster and Emergency Response