

Yemen, Iraq, Syria, Central African Republic, Madagascar Global ETC Teleconference #28

Date: 10/05/17 TIME: 12:00 UTC

Attendance

Chair	Caroline Teyssier	(Global ETC), Dubai, UAE
CRS	Dan Carr	United States
emergency.lu	Luc Hastir	Luxembourg
Ericsson Response	Brent Carbno	Canada
IOM	Belal Zedan	Syria
OCHA	Kareem Elbayar	United States
UNHCR	Abdalla Khalil	Uganda
WFP	Shahan Ara Quadir	Egypt
	Dragan Mocevic	Syria
	Elie Matar	Lebanon
	Edisher Giorgadze	Iraq
	Fatai Adegboye	Yemen
	Pastor Lovo	Yemen
	Prakash Muniandy	Madagascar
	Sylvain Tiako	Central African Republic
World Vision Int.	Anthony Kimani	United States

Teleconference started at 13:05 UTC

Agenda

- 1. Central African Republic update**
- 2. Syria update**
- 3. Yemen update**
- 4. Iraq update**
- 5. Madagascar update**
- 6. AOB**



Minutes

1. CENTRAL AFRICAN REPUBLIC

Security Update

- The security situation remains unpredictable across the country. In Bangui the situation is calm.

ETC Response

- The Emergency Telecommunications Cluster (ETC) is currently 50% funded. An additional US\$400,000 is required to implement the Digital Mobile Radio (DMR) project in the country.
- In the first week of May, an assessment mission for the DMR project was carried out. All the repeater sites in Bangui were visited. The report from this mission will be shared in the third week of May with the Humanitarian Country Team (HCT), Security Management Team (SMT) and the local Information and Communications Technology (ICT) Working Group.
 - As the DMR project exceeds the ETC budget, the ETC discussed with the UN Department of Safety and Security (UNDSS) the prioritization of sites that will be migrated to DMR if additional funds are not received.
- The ETC presented the DMR project to donors from Canada who were interested in technology and innovation projects.
- The ETC continues carrying out radio programming and training for Non-Governmental Organisation (NGO) staff.
- The ETC is developing the transition plan by the end of June 2017 in collaboration with Logistics.
- In the first week of May, the ETC carried out a mission to Kaga Bandoro and Bouar to provide radio training to UN and NGOs.
- Following a request from UNDSS/ Department of Peacekeeping Operations (DPKO), in the third week of May, the ETC will move the Communications Centre (COMCEN) currently located at the UN Children's Fund (UNICEF) compound to the DPKO compound in Bossangoa, where it is needed.

2. IRAQ

Security situation

- Ongoing fighting continues in western Mosul. UN and NGO staff travel between Qayyarah and Hamam al Alil is restricted.

ETC Response

- A maintenance mission to Sulaymaniyah and Dohuk was carried out recently.
- The ETC has received US\$1.4 million which will cover the priority activities, staff and equipment.
- The current ETC team comprises 1x temporary ETC Coordinator and 1x telecommunications specialist. The ETC Coordinator returns to Erbil on 16 May and the Services for Communities focal point will return in the second half of May.



3. MADAGASCAR

The ETC has not been activated in Madagascar but WFP, as global lead of the ETC, is leading the response efforts together with ETC members.

Security situation

- The security situation remains calm in Madagascar.

Response

- To support the inter-agency response, US\$478,000 is required and so far €106,000 has been received from the European Civil Protection and Humanitarian Aid Operations (ECHO).
- In the first week of May, 2x satellite kits were demobilized in Maroantsetra, packed and shipped to Toamasina.
 - From Toamasina they will be shipped back to the ETC member, the Government of Luxembourg.
- The 2x Stand-by Partners from Ericsson Response will leave on Friday 12 May. The Emergency Coordinator will leave the operation on 14 May.
- A technical training will be delivered on 12 May to the local ICT Working Group, including the government. The focus of the training will be the maintenance and configuration of WIDER access points donated by Ericsson Response.

4. SYRIA

Security Update

- Occasional fighting continues in the suburbs of Damascus but ETC operations are not affected.

ETC Response

- The ETC finished the radio training for the humanitarian community across Syria. A total of 214 humanitarians were trained on radio communication procedures.
- The ETC operation in Syria and the surrounding countries is 30% funded. A funding proposal for the Government of Belgium is being prepared.

Whole of Syria

- *Turkey:* the ETC continues to provide services in Gazientep. Although some UN agencies are not based in the compound anymore, IT helpdesk services will continue being available to them.
- *Izmir:* UN High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM) and World Food Programme (WFP) offices will use the same common IT helpdesk in Gazientep. There are discussions on whether these services will be covered by the ETC or by shared funds. An assessment will be conducted at the end of May to decide which mechanism to use.
- *Jordan:* the ETC continues to provide services in Za'atari and Azraq refugee camps. The team is planning to provide Internet connectivity services in the north-east of Jordan where there is a new cross-border operation handled by the military.
- *Lebanon:* radio training was conducted for inter-agency staff. The ETC is keeping the storage facilities in country to facilitate the importation of equipment into Syria. A mission is planned at the end of May to



evaluate the possibility of collaborating with WFP Programme in their project with the American University in Beirut.

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5. YEMEN

Security Update

- The overall security situation remains very tense across Yemen. There have been several cholera cases reported across the country.

ETC Response

- The ETC staffing plan for 2017 was approved by WFP management, as lead of the Cluster. It comprises the deployment of 1x international staff in Aden, 1x international staff in Sana'a and the recruitment of 2-4 local staff to support the ETC operation.
- There is an ongoing ETC mission in Aden to restore the main repeater which was faulty. In addition, the ETC installed radios in IOM armed vehicles in Aden and conducted radio reprogramming services for several agencies.
- In Sa'ada, Save the Children has been identified as a potential NGO to host an ETC back-up hub.
 - The only authorized satellite provider in the country was contacted by the ETC to deploy a satellite kit at UNICEF in Sa'ada.
- The ETC is exploring options to improve the Internet connectivity at the Diplomatic Transit Facility (DTF) in Sana'a.
- The ETC is developing an inter-agency Beneficiary Feedback Mechanism (BFM) together with the Office for the Coordination of Humanitarian Affairs (OCHA). This consists of a call centre which allows bilateral communication between UN agencies and the affected population.
- In Al Hudaydah, 1x local staff was recruited to provide support to users in at the common UN building.

Teleconference / Meeting ended at 12:45 UTC

Next Joint Global ETC Teleconference will be held on Wednesday 7 June 12:00 UTC.

Acronyms

BFM	Beneficiary Feedback Mechanism
C.A.R.	Central African Republic
COMCEN	Communications Centre
COUD	Regional Emergency Operations Centre
DMR	Digital Mobile Radio
DPKO	Department of Peacekeeping Operations
DTF	Diplomatic Transit Facility
ECHO	European Civil Protection and Humanitarian Aid Operations
ETC	Emergency Telecommunications Cluster
HCT	Humanitarian Country Team



ICT	Information and Communications Technology
IOM	International Organization for Migration
IT	Information Technology
NGO	Non-Government Organisations
OCHA	Office for the Coordination of Humanitarian Affairs
SMT	Security Management Team
UN	United Nations
UNDSS	United Nations Department of Safety & Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
WFP	World Food Programme
WHO	World Health Organisation

All information related to ETC operations can be found on the website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact:

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