

Local ETS Working Group - Maiduguri

Date: 05/12/17 Time: 14:30 (Abuja)

IHP Base Camp, Red Roof, Maiduguri, Borno State

Attendance

Chair	Ekue Ayih (WFP/ ETS Coordinator)
ACTED	Norman Ashraf (Country Log manager)
ALIMA	Micheal Samuel (ICT Supervisor)
CRS	Abdulmalik Suleiman (Participating online)
DRC	Ngwoke Ikembuchi (ICT Assistant)
IOM	Hassan Abdulrazaq (ICT Assistant)
NRC	Maryam Amartey (ICT Assistant)
OXFAM	Pascal Onochie (Participating online)
SIF	Dennis Nyaberi (Country Log Manager)
WFP	Khawar Ilyas (ETS telecommunications specialist)
	Dubem Umeasiegbu (Participating online)
	Erika Iglesias (ETS IMO) (Participating online)
WHO	Shahid Muhammed (OSL team lead)
	Akinkuolie Ayodeji D (ICT Assistant)

Agenda

1. Introduction and overview of the ETS
2. 2017 projects and achievements
3. 2018 projects
4. North East Nigeria ICT Cluster
5. Updates from participants
6. AOB

1. Introduction and overview of the ETS

- The Emergency Telecommunications Sector (ETS) was activated on 23 November 2016 to address the critical ICT needs in North-East Nigeria.
- While fulfilling the identified gaps, the ETS continued to monitor the needs by conducting a needs assessment survey from April 2017 to August 2017, a user satisfaction survey in August 2017 and undertaking regular field visits.
- Results of these assessments and the continuous monitoring of the situation confirmed that critical security communications gaps remain in Borno, Adamawa and Yobe states as well as a lack of reliable, basic Internet connectivity and secure communications means for the humanitarian community operating in these areas.
- Within the 2017 HRP project, the ETS has provided support to establish humanitarian hubs and is required to continue supporting the services in these hubs as well as establishing the remaining ones in Borno state. There will also be a need to expand the humanitarian hubs in Adamawa and Yobe states.

2. 2017 projects and achievements

- The ETS coordinator introduced the coverage and services of ETS. Services map is available [here](#). The outlined project objectives were to:
 - Support effective response through timely and reliable ETS services and information sharing.
 - Coordinate security telecommunications and IT emergency response activities.
 - Provide reliable Internet for the humanitarian community in common operational areas.
- For 2017 project, the ETS coordinator listed the existing hub highlighting the services provided at the hubs while highlighting it as a point of advantage especially for INGO staff working from the interior localities.
- In 2017, the ETS has deployed vital shared Internet connectivity and security telecommunications services in 5x humanitarian hubs in Borno state: Maiduguri, Gwoza, Ngala, Bama and Dikwa.

3. 2018 projects

In 2018, the ETS plans to:

Continue the provision of coordination and Information Management services:

- Dedicated ETS staff will continue to provide the ongoing coordination and information management services to ETS partners and other humanitarian organizations in order to identify operational common needs and coordinate a coherent response;
- Regular sector coordination meetings with humanitarian organizations and Government counterparts will take place in Abuja, Maiduguri, Yola and Damaturu as required;

- Relevant and updated ETS information products, including service maps, situation reports, meeting minutes will be produced, shared and published on the ETS Nigeria webpage

Continue the provision of ETS services (internet connectivity, security telecommunications and ICT helpdesk) in all humanitarian hubs:

- ETS services will be maintained, supported and upgraded as required at five humanitarian hubs in Borno state namely Maiduguri, Gwoza, Bama, Ngala and Dikwa;
- ETS services will be provided at the in four remaining humanitarian hubs (Banki, Monguno, Rann and Damasak) to be completed from the 2017 project;
- ETS services will be provided to support the expansion of the Maiduguri Heavy Based Camp facilities;
- ETS services will be provided at two new humanitarian hubs in Gujba and Geidam in Yobe state;
- ETS services will be provided at three new humanitarian hubs in Madagali, Michika and Mubi in Adamawa state.

Continue the provision of security telecommunications services (VHF systems, HF systems and satellite phones) in the states' capital cities:

- The ETS will continue the improvement of the VHF Digital Mobile Radio network and the common radio room in Maiduguri;
- The ETS will upgrade the VHF Digital Mobile Radio network and the common radio room in Damaturu;
- The ETS will deploy the VHF Digital Mobile Radio network and a common radio room in Yola;
- The common radio room is equipped with VHF base radios, HF base radios and satellite phones.

Provide an autonomous hybrid power supply system for the ETS infrastructure only in all humanitarian hubs:

- To strengthen the existing power system deployed at the humanitarian hubs, the ETS will provide an autonomous hybrid power supply system for the ETS infrastructure only in order to provide reliable and uninterrupted vital communications services at the hubs. The system will allow a combined or alternated use of generators, solar power, batteries and wind turbines if feasible. Ultimately, savings on fuel consumption will be noticeable and critical communications services will be available 24/7.

Build local capacity:

- Local partners being the first responders, the ETS will develop the capacity of local partners (government authorities, local NGOs, private sector etc.) to respond to future emergencies. This will be done by undertaking a number of activities, such as, developing an ICT country profile and conducting risk analyses relating to ICT, strengthening local coordination mechanisms and conducting capacity-building exercises with local partners such as ICT4Gov training course;
- The ICT4Gov training is planned to enhance ICT emergency preparedness and response skills of government counterparts such as the National Emergency Management Agency (NEMA), State Emergency Management Agencies (SEMAs), Ministry of Information and Ministry of Communications and Technology, and the Nigerian Economic Summit Group (NESG);
- To ensure long-term sustainability of deployed infrastructure, the ETS will develop the capacity of local partners on the ground to deploy ETS services in additional locations and maintain deployed infrastructure. The ETS will organize specialized technical training such as HF/VHF radio training and work with global ETC partners to support the resilience building of communications service providers such as MNOs, where appropriate.

Assess communication as aid requirements:

- As the Global ETC is moving towards the implementation of its new ETC 2020 strategy looking at providing ETC services to affected communities, the ETS in Nigeria is planning to conduct an assessment to determine any affected community needs and engage with the Communication with Communities (CwC) Working Group to see if any request could be supported by ETS;
- While implementing its 2018 plan, the ETS will regularly evaluate requirements and monitor its activities by circulating needs assessment/user satisfaction surveys, field visits and engaging closely with the local ICT actors, the Inter-Sector Working Group (ISWG) and the Humanitarian Country Team (HCT).

4. North East Nigeria ICT Cluster

- Due to time constraints, it was agreed this agenda item will be discussed during the next meeting.

5. Updates from participants

Danish Refugee Council (DRC)

- Ngwoke Ikembuchi from DRC enquired to know if the ETS services were to be paid for or if they were for free.
- In response, the ETS Coordinator explained that ETS services were provided at no cost for the humanitarian workers but funded from contributions for various donors.
- Ngwoke Ikembuchi sought to know if ETS could organize training for Thuraya users, which the ETS Coordinator affirmed that ETS can handle such training for any interested organization with proper planning.

ACTED

- Norman from ACTED enquired to know if the ETS provided equipment to partners.
- In response, the ETS Coordinator explained that ETS does not provide equipment but helps to build capacity to augments local knowhow, provide guidance and share details about suppliers.

Secours Islamique France (SIF)

- Dennis from SIF enquired to know if there were specifications of equipment to be compatible with ETS services.
- The coordinator explained about ETS standard equipment and provided the participants with the list of radio and satellite equipment with specifications. Further details will be share over emails with the Working Group. He then introduced Iridium PTT as a push to talk device which is an complimentary solution to HF.

Norwegian Refugee Council (NRC)

- Maryam Amartay for NRC sought to know how to avail the ETS internet services in Maiduguri.
- The ETS Coordinator specified the service is limited to the Red Roof.

- She then suggested that ETS could stand as an intermediary for INGO and service providers to obtain services at a cheaper rate.
- The coordinator added that the role of ETS was not to compete with commercial internet providers. The ETS, as a service provider of last resort, establishes its services at common locations/operational areas.

World Health Organization (WHO)

- Shahid from WHO requested to know the reason for poor radio network and the ETS Coordinator explained that different channels have different coverage area in Maiduguri and user needs to be aware of which channel works in the particular area. He clarified that the newly deployed Digital Mobile Radio (DMR) network has resolved this issue and the user does not need to switch to different channels within their locations.
- Shahid further asked if there were portable solutions for internet. The ETS Coordinator explained that there are various commercial solution available in market and it depends on the budget of the organization to go for a particular solution.

OXFAM

- Pascal Onochie sought to know if there are any plans to set up ETS services in Damboa and Pulka. The ETS Coordinator informed that the Humanitarian Hub Task Force decided to deploy a humanitarian hub in Rann instead of Damboa. In addition, there are plans to establish humanitarian hubs in Yobe and in Adamawa states where shared ETS services will be deployed.

6. AOB

- The ETS Coordinator emphasized that working group meetings should be held periodically to share ideas and improve on ICT matters. The recommendation is that the “NE Nigeria ICT Cluster” joins the ETS working group.

Next Local ETS Working Group meeting will take place on TBC.



Acronyms

CwC	Communications with Communities
DMR	Digital Mobile Radio
DRC	Danish Refugee Council
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HCT	Humanitarian Country Team
HF	High Frequency
HRP	Humanitarian Response Plan
ICT	Information and Communications Technology
INGO	International Non-Governmental Organisation
IMO	Information Management Officer
ISP	Internet Service Provider
ISWG	Inter-Sector Working Group
IT	Information Technology
MNO	Mobile Network Operator
NEMA	National Emergency Management Agency
NESG	Nigerian Economic Summit Group
NGO	Non-Government Organization
NRC	Norwegian Refugee Council
OCHA	Office for the Coordination of Humanitarian Affairs
OSL	Operations Support and Logistics
SEMA	State Emergency Management Agency
SIF	Secours Islamique France
UN	United Nations
WFP	UN World Food Programme
VHF	Very High Frequency
WHO	World Health Organization

All information related to the ETS operation can be found on the ETC website:

<https://www.etcluster.org/emergencies/nigeria-crisis>

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

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