

# YEMEN

## OPERATION OVERVIEW



TYPE OF EMERGENCY:

# Conflict

ETC ACTIVE SINCE:

# April 2015

SITUATION OVERVIEW:



The humanitarian situation in Yemen continues to deteriorate almost two years after the escalation of conflict in March 2015. More than 20 months since conflict escalated it has left an estimated 18 million people in need some kind of assistance or protection in order to meet their basic needs. The Emergency Telecommunications Cluster (ETC) continues to operate in Yemen since April 2015, providing emergency coordination, basic security telecommunications, connectivity services and power charging stations. The ETC provides shared vital communications services in five common operational areas across the country, namely Sana'a, Sa'ada, Al Hudaydah, Ibb and Aden.

## KEY DATA



### OPERATIONAL AREAS COVERED

5



### SERVICES PROVIDED

- Internet Connectivity
- Security Telecommunications
- Training & Capacity Building
- Customer Support
- Coordination
- Information Management



### CHALLENGES

- Access to operational areas.
- Importation of IT and telecommunications equipment.
- Frequency license for the use of telecommunications equipment.



### FUNDING STATUS

- **12%** of the total ETC project cost has been received. The ETC is appealing for **US\$2.8 million** to carry out its project until the end of 2017.



### PLANNED ACTIVITIES

- Deploy 1x NGO hub in Sa'ada
- Deploy 1 x NGO hub and 1 x UN hub in Aden
- Upgrade 5x Communications Centres (COMCENS)
- Expand security telecommunications network
- Common Feedback Mechanism (CFM)



### TRAININGS CONDUCTED

- Radio standard operating procedures for radio operators.

## RESPONSE

- The ETC continues to provide vital communications services in 5x common operational areas across Yemen: Sana'a, Sa'ada, Al Hudaydah, Ibb and Aden. Services such as Internet connectivity and security telecommunications allow humanitarians to carry their jobs more efficiently and safely on the ground.
- The ETC is leading the development of the technical solution for the Common Feedback Mechanism (CFM), following the request from the Community Engagement Working Group led by the Office for the Coordination of Humanitarian Affairs (OCHA). The CFM proposal was endorsed by the Humanitarian Country Team (HCT). The CFM will be SMS-based and these SMS messages will be channeled to the responsible organization.
- The ETC is teaming up with the lead agencies on the ground to establish services for humanitarian community, utilizing local resources to provide consistent and quality service.
- The ETC conducted a user satisfaction survey in December 2016 among the humanitarian community in Yemen resulting in an 83% satisfaction rate.

## PLANNED ACTIVITIES

- Back-up connectivity services for the NGO community in Sa'ada will be deployed by the ETC.
- As soon as the security situation allows, communications services will be deployed in operational areas like Mukalla and Ta'izz.
- Back-up internet connectivity service for the UN and Non-Government Organisations (NGOs) will be established at hubs in Aden.
- COMCENs in Sana'a, Sa'ada, Al Hudaydah, Ibb and Aden will be upgraded to meet the UN standards.
- The ETC will expand the security telecommunications network in five operational areas across the country.

### CHALLENGES:

- Humanitarian workers face insecurity and movement restrictions due to the intensification of the conflict.
- Importation of IT and telecommunications equipment, especially security telecommunications, remains a major obstacle to the ETC operation in Yemen.
- The total project of the ETC in Yemen in 2017 is US\$3.2 million of which US\$397,054 was received. The ETC is actively engaging with local partners to identify further funding opportunities.

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