

YEMEN – Conflict

ETC Situation Report #21

Reporting period 06/01/18 to 15/03/18

These ETC Situation Reports are issued every two months. The next report will be published on or around 15/05/18.

Highlights

- The Emergency Telecommunications Cluster (ETC) achieved an overall satisfaction rate of 87% in its User Feedback Survey 2017 for its core services.
- To support the World Health Organisation (WHO) project, the ETC recently completed the installation of services in 5x Emergency Operations Centres (EOCs) in Sana'a Governorate, Ibb, Al Hudaydah, Amran and Hajjah.
- The ETC team has upgraded the ETC Internet connectivity at the UN compound in Hadda so humanitarians have access to improved ETC services.

Situation Overview

The humanitarian situation in Yemen continues to deteriorate amid escalating violence, the collapse of basic services and the ongoing threat of cholera and diphtheria.

The northern governorates remain virtually inaccessible to UN and NGO organisations due to heightened insecurity and interference in the assessments and the delivery of assistance.

Armed clashes continue in Al Hudaydah, Ibb, Aden, Sa'ada and Sana'a, all areas where the ETC provides its services to humanitarian responders.

WHO reports that the cumulative total of cholera cases from 27 April 2017 to 4 February 2018 is 1,055,788 suspected cases and 2,255 associated deaths.



The ETC team collaborates closely with its partners on the ground in Yemen.
Photo: WFP/

Response

- The ETC completed the network cabling at the UN Common Accommodation Facility (UNCAF) at the UN compound in Hadda which has greatly improved the Internet service provision for humanitarians.
- The ETC presented the Complaint Feedback Mechanism (CFM) to the Office for the Coordination of Humanitarian Affairs (OCHA) at the beginning of February which was endorsed by local partners. A committee has been formed to look at the details of the project, including the process, reporting, and monitoring and evaluation.
- The ETC, in response to a request from International Non-Governmental Organisations (INGOs) request, will open a new hub at the Première Urgence – Aide Médicale Internationale (PU-AMA) office in Al Hudaydah.
- The ETC team continues supporting the implementation of the World Health Organization (WHO) EOC project as part of the cholera response in Yemen. So far, the team has completed the deployment of a solar power solution, Internet connectivity and cabling at 5x EOCs (Al Hudaydah, Ibb, Amran, Hajjah and Sana'a Governorate). 2x more EOCs are ready for handover and a further 17x are planned in the coming months.
- The ETC supported WHO in carrying out energy assessments in 7x hospitals in Sana'a. The aim is to provide solar systems to avoid power outages.
- The ETC conducted 3x end user training sessions for WFP staff on the effective use of handheld radios since the beginning of the year. The ETC plans to expand this training to the rest of partners on the ground.
- The ETC continues to provide shared Internet connectivity and security telecommunications services in five operational areas across Yemen, namely Sana'a, Sa'ada, Ibb, Aden and Al Hudaydah. Given the pressing needs on the ground, the ETC has decided to extend the provision of vital Internet and security telecommunications services in those operational areas until the end of 2018 to support the humanitarian response.

Planned Response

- The ETC is planning to conduct an Inter-Agency IT capacity building training in Sana'a in mid-April.
- The ETC is exploring potential Services for Communities (S4C) activities in Yemen.
- The ETC will continue to support WHO in the implementation of remaining 17x EOCs across the country.



Challenges

- The security situation remains unpredictable across the country. Humanitarians face insecurity and movement restrictions.
- The difficulties in obtaining visas for staff deployments to Yemen is hampering the ETC response on the ground.
- Import restrictions related to Information and Communications Technology (ICT) equipment, especially security telecommunications, are having an impact on the ETC operational plans.

Meetings

Global ETC teleconference:

Global ETC Joint teleconferences are held monthly. The next meeting will be held on Wednesday 28 March at 1200 UTC.

All information related to ETC operations can be found on the ETC website: www.ETCluster.org. For security reasons, most information is kept private, and logging in is required to access them.

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

Acronyms

COMCEN	Communications Centre
DTF	Diplomatic Transit Facility
EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
FITTEST	WFP's Fast IT, Telecommunications and Coordination Support Services Team
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
IT	Information Technology
NGO	Non-Government Organisation
UN	United Nations
UNDSS	UN Department of Safety and Security
UNFPA	UN Population Fund
WHO	World Health Organization
WFP	World Food Programme



Shared ICT Services

CITY	LEAD AGENCY	ETC SERVICES
Sana'a	WFP/UNDSS	<ul style="list-style-type: none">• Coordination hub• Customer support• Radio user training• Radio programming• VHF radio coverage• HF radio coverage• 24/7 COMCEN• Internet Hotspot in DTF• Internet Hotspot in INGO
Al Hudaydah	WFP/UNDSS	<ul style="list-style-type: none">• VHF Radio Coverage• Radio user training• 24/7 COMCEN
Aden	WFP/UNDSS/UNHCR	<ul style="list-style-type: none">• VHF Radio Coverage• Radio user training• 24/7 COMCEN• Internet Hotspot at the common UN building (WHO premises)
Ibb	WFP/UNICEF	<ul style="list-style-type: none">• COMCEN operating during office hours• Satellite base station• Internet Hotspot in UN hub (UNICEF premises)• Internet Hotspot in INGO (ACTED premises)
Sa'ada	UNICEF/UNDSS	<ul style="list-style-type: none">• VHF base radio• VHF radio coverage• Satellite phone

ETC Services Map: <https://www.etcluster.org/document/etc-yemen-service-map-november-2017>



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