Local ETS Working Group - Maiduguri
Date: 26/03/18   Time: 14:30 (Abuja)
IHP Base Camp, Red Roof, Maiduguri, Borno State

Attendance

Chair	Ekue Ayih (WFP/ ETS Coordinator)
ACF	Unity Oware
ALIMA	Emmanuel James
DRC	Ikem Nawoke
Intersos	Obaje Joseph Ojima
Medicins Du Monde	Zaindo Mweto
MSF	Umar Fugu
NRC	Maryam Amartey
OXFAM	Pascal Onochie
Premiere Urgence Int'l	Olowolayemo Tomwase
Solidarites International	Shivanandarajah Narmathan (online)
Translators Without Borders	Doreen Aninyei
UNHCR	Desire Tshibwabwa (online)
UNICEF	Ade Oluyomi (online)
	Taiwo Aiyedun
WFP	Dubem Umeasiegbu
	Erika Iglesias
	Francis Koroma
WHO	Ayodeji Akinkuolie

Agenda

1. Introduction and overview of the ETS
2. Progress of the 2018 ETS plan
3. Updates from participants
4. AOB

1. Introduction and overview of the ETS

- The ETS Coordinator explained in which humanitarian hubs ETS services (Internet and radio communications) have been deployed: Gwoza, Bama, Ngala, Dikwa and Monguno. The hub in Monguno is not yet operational as it is pending final approval from UNDSS and endorsement from the SMT to be open.
    - The humanitarian hubs offer accommodation facilities, Mobile Storage Units (MSUs) and ETS services. ETS services in the hubs are open to all humanitarian partners with an official ID.
        - ETS services are available three hours in the morning (0900-1200) and three in the afternoon (1400-1700 / 1500-1800). Guests are requested to leave the camp one hour before curfew.
        - The humanitarian hubs cannot accommodate more than 40 users at the same time. A dedicated tent is available for non-residents to access the Internet services. There is a social area in addition where services can be used.
    - The ETS has deployed security telecommunications equipment in the COMCEN in the hubs but no radio operators for the moment to man them. The ETS working with UNDSS on their recruitment. The radio operator for Ngala is being now trained in Maiduguri.
        - In Maiduguri, there are 4 radio operators out of the required 5.
        - In Damaturu, only 2 radio operators out of the required 5 are currently in the radio room.

2. Progress of the 2018 ETS plan

- As part of the 2018 ETS project plan, there is a capacity-building component which involves private sector, MNOs, Government counterparts and humanitarians.
    - The ETS plans to deliver 2x ICT4Gov training sessions (1x in Abuja and 1x in Maiduguri)- not only for government. It covers the management of IT activities and procedures in emergency situations.
    - Several sessions of the technical radio training Let's Comm are also planned in Maiduguri, Damaturu and Abuja.
- In addition, there is a preparedness mission from the Global ETC unit in WFP HQ to be better prepared for future emergencies. Consultation with local partners will be done. The tentative date for this mission is last week of May.
- In 2018, the ETS plans to deploy a hybrid power supply solution for hubs for ETS equipment. This means an independent system compared to the current dependency on generators/availability of fuel. ETS VHF and HF systems are now relying on solar power while VSAT is linked to generators.

3. VHF communications in Maiduguri

- The ETS Coordinator presented the tracking over VHF feature, part of the digital radio technology, which enhances the safety and security of staff on the ground and tracking of assets. Reprogramming of radios is needed to access the digital network and additional end-user training.

- As part of the upgrade to digital radio technology, users don't have to change between channels when moving around Maiduguri.
- For the tracking feature to be operational, VHF handheld radios must be switched on.
  - The cost implications of the Standard ETS radio model compatible with the VHF tracking feature is around US$800 per handheld device.
  - UNICEF enquired about the security implications of carrying handheld radios across Maiduguri. The ETS Coordinator recommended to place the radio in the backpack with low volume in crowded areas.
- Tracking information from handheld and mobile sets in vehicles can be visualized in a dispatcher tool. Security officers from humanitarian organisations can have this tool too. The ETS is available to present the dispatcher solution to organisations.
  - Playback vehicles routes can be visualized.
  - Geo-fencing and SMS alerts can be configured.

4. Updates from participants

UNICEF

- UNICEF enquired about the possible deployment of ETS Internet connectivity services in a clinic in Mafa. Mafa is not part of the ETS current or planned operational areas identified by the HCT. Partners should raise the needs to the ISWG level to be escalated to the HC level. Once approved as operational area for ETS to intervene and funding is granted, the ETS can take action.
- The ETS tried to deploy services in Ngala and Monguno before the hubs were established. Organisations did not have dedicated space to host the ETS equipment and they also raised some security-related issues. The ETS is exploring options to meet the request in Mafa.
- UNICEF requested the radio channels operational in other cities besides Maiduguri. List will be shared after the meeting.

UNHCR

- UNHCR asked how colleagues use the ETS security telecommunications services in areas/hubs with no radio operators. The ETS coordinator admitted that network monitoring and radio check activities are not in place. UNDSS / UNDP already received the funds from the ETS to cover the recruitment of 18x radio operators. The ETS Coordinator urged participants to raise the need for radio operators in remote areas to their management for them to bring it to ASMT and push for their recruitment.
  - However, ETS radio network can be used by humanitarians in these areas. The ETS coordinator will share the channels to be used.

DRC

- DRC has permanent presence Bama, Ngala and Mafa and they are in need of Internet services. The ETS explained that services provided by the ETS are not covering individual needs from organisations. DRC staff can access ETS services in the hub. If the services in the hubs do not cover the organisation's needs, DRC needs to deploy their own connectivity services.

NRC

- NRC is establishing offices in Monguno, Dikwa and Damasak. They enquired about extending ETS services to their residences/offices from the hubs
    - The ETS Coordinator explained that NRC needs a contract with the same supplier the ETS is using in the hubs for services to be extended.
        - The ETS is using WFP's LTA with the supplier. **ACTION:** The ETS will share the contact details of the international supplier for organisations to approach them directly.
            - The ETS will liaise with the supplier to facilitate preferred rates for ETS partners.

ACF

- ACF has offices in Monguno and Damasak and they are looking for reliable Internet connectivity services.
    - The ETS already put ACF in contact with ETS supplier and inform them ACF is a partner on the ground.

PUI

- PUI requested information on the radio frequency acquisition process. The ETS can facilitate contacts at the Ministry of Communications but each organization has to submit its individual application.
    - The ETS is also trying to get own common radio licenses. The application submitted by ETS only covers UN as UN agencies have a different treatment in the Ministry of Telecommunications.
        - Originally, the ETS application for radio frequencies covered NGOs and UN agencies. When document reached the Resident Coordinator for signature, the pointed out that there was no formal agreement to cover security arrangement for NGOs. NGOs have to approach UNDSS to be included in the security arrangements under the Saving Lives Together framework.
            - The ETS Coordinator suggested to channel these requests through INSO or INGO forum.

INTERSOS

- Intersos explained they have some challenges to obtain radio licenses from the Ministry of Telecommunications.
    - Even though the frequencies requested to the Ministry by the ETS are for UN agencies, the ETS is programming the radios of the NGO community to use the ETS radio services. The ETS is discussing with UNDSS the inclusion of the NGO in their security arrangements under the Saving Lives Together framework.

- Due to some specifications from donors, Intersos is using ICOM. The ETS requests UNHCR to support in programming ICOM handheld radios, as they are also using ICOM.
  - ETS radio standard is DMR. In addition, old VHF models are being discontinued by the manufacturer.
    - The equipment the ETS/ETC is requesting specific radio models due to their enhanced features.

WHO

- WHO requested training for Iridium PTT and handheld radios for field officers.
  - The ETS is currently in Gwoza and training will be delivered. Organisations with staff there are encourage to contact the ETS (Nigeria.ETS@wfp.org) to arrange a training session.
  - All requests for training have to be channeled through Nigeria.ETS@wfp.org.

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

Acronyms

ACF	Action contre la Faim
ASMT	Area Security Management Team
COMCEN	Communications Centre
DMR	Digital Mobile Radio
DRC	Danish Refugee Council
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HC	Humanitarian Coordinator
HCT	Humanitarian Country Team
HF	High Frequency
HQ	Headquarters
ICT	Information and Communications Technology
INGO	International Non-Governmental Organisation
INSO	International NGO Safety Organisation
ISWG	Inter-Sector Working Group
IT	Information Technology
LTA	Long Term Agreement
MNO	Mobile Network Operator
MSF	Médecins Sans Frontières
NGO	Non-Government Organization
NRC	Norwegian Refugee Council
PTT	Push To Talk
UN	United Nations
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
WFP	UN World Food Programme

VHF   Very High Frequency
VSAT   Very Small Aperture Terminal
WHO   World Health Organization

All information related to the ETS operation can be found on the ETC website:
www.etcluster.org/emergencies/nigeria-crisis

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

Minutes: Erika Iglesias, WFP.