

# NIGERIA

## OPERATION OVERVIEW



TYPE OF EMERGENCY:

# CRISIS

ETS ACTIVE SINCE:

## 23 November 2016



Map Sources: UNCS, ESRI.  
The boundaries and names shown on this map do not imply official endorsement or acceptance by the United Nations. Map created in Sep 2013.

### SITUATION OVERVIEW:

An estimated seven million people across Adamawa, Borno and Yobe states of Nigeria are in need of life-saving assistance as a result of years of ongoing violence in the North-East of the country.

With telecommunications infrastructure having been severely damaged by the conflict, provision and restoration of communications services are required to support the response community.

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening the Emergency Telecommunications Sector (ETS) in North-East Nigeria to meet vital communications needs. In this capacity, the ETS is working closely with government, private sector and humanitarian organisations to ensure a coordinated response.

## KEY DATA



**OPERATIONAL AREAS WITH ETS SERVICES**

7



**PLANNED OPERATIONAL AREAS WHERE ETS SERVICES WILL BE DEPLOYED**

9



### TRAINING CONDUCTED

- **Radio user** training for the humanitarian community, including drivers, security officers, ICT staff and radio room operators, among others.



### FUNDING STATUS

- **20%** of US\$5.5 million has been received.



### CHALLENGES

- **Security** situation remains volatile across North-East Nigeria and staff movements are restricted.



### PLANNED ACTIVITIES

- Deployment of **security telecommunications** and **internet connectivity** services in identified common operational areas across Borno, Yobe and Adamawa states.
- **Building IT capacity** of humanitarians on **analogue and digital radio technology**.

# RESPONSE

## Security Communications

- Upgrade of existing United Nations (UN) security communications system to support safety and security of humanitarian workers, including upgrade of UN Department of Safety and Security (UNDSS) Communications Centre (COMCEN) in Maiduguri.
- Provision of security telecommunications services in two common operational areas, Maiduguri and Damaturu, including the deployment of a COMCEN in each of those locations.
- The ETS deployed security telecommunications services at the humanitarian hubs in Maiduguri, Gwoza, Ngala, Bama, Dikwa and Monguno.
- The ETS has finalized of the phase 1 of the Digital Mobile Radio (DMR) network in Maiduguri. The ETS is engaging with the humanitarian community to join the network.
- Programming of handheld radios for humanitarian workers to access security telecommunications services in North-East Nigeria.
- Delivery of radio training to over 680 staff members from 25 humanitarian organisations in Maiduguri, Damaturu, Ngala, Gwoza and Bama, including drivers, security officers and radio operators. In September 2017, the ETS delivered a Let's Comm Analogue/Digital training in Maiduguri to 11 humanitarian workers from 8 organisations.
- The ETS has sponsored the recruitment of 18x radio operators for the COMCENs in Borno and Yobe states. The ETS will provide them with the appropriate training to carry out their operations effectively.
- The ETS supported UNDSS with training for 5x radio operators which took place in Maiduguri at the end January 2018.
- The ETS and UNDSS elaborated best practices to conduct daily radio check efficiently in Maiduguri.

## Internet Connectivity

- Provision of Internet connectivity at the IHP base camp in Maiduguri for the humanitarian community. 740 humanitarian workers from 52 organisations have used these services. To date, the highest number of humanitarian workers served in a single day has been over 100.
- The ETS provides Internet connectivity services to an average of 50 humanitarian workers in Dikwa, 35 in Bama, 25 in Gwoza, 20 in Ngala and 15 in Monguno on a daily basis.

## Coordination & Information Management

- Strengthening coordination and information management services provided to the humanitarian community to ensure an effective and coordinated response.

# PLANNED ACTIVITIES

- Connectivity and security telecommunications services will be deployed at 9x operational areas across Borno, Yobe and Adamawa states for shared humanitarian use. Given the pressing needs, the ETS is exploring options to deploy basic communications services at these common operational areas before the hubs are deployed.

## CHALLENGES:

- The delay in the recruitment of radio operators by the UN Department of Safety and Security (UNDSS) / UN Development Programme (UNDP) remains a challenge as the Communications Centres (COMCENs) deployed by the ETS in the hubs in Ngala, Dikwa, Bama, Gwoza and Monguno are not yet operational.

## THE ETS IN NIGERIA IS GRATEFUL FOR THE SUPPORT OF KEY PARTNERS, INCLUDING:



## UNDER THE LEADERSHIP OF



## CONTACT INFORMATION

[www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)

[Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)