

## **YEMEN – Conflict**

### **ETC Situation Report #29**

**Reporting period 01/11/18 to 30/11/18**

These ETC Situation Reports are issued monthly. The next report will be published on or around 03/01/19.

### **Highlights**

- The Emergency Telecommunications Cluster (ETC) conducted a second inter-agency ICT capacity building exercise in Sana'a.
- The ETC opened two new hubs in Al Hudaydah providing life-changing telecommunications services to the response community.
- The ETC will continue to provide its much-needed ICT support to World Health Organisation's (WHO) Emergency Operations Centre (EOC) project as part of the cholera response.



Participants pose with their certificates at the end of the ETC's second inter-agency capacity building exercise in Sana'a.  
*Photo: WFP*

### **Situation Overview**

Humanitarian partners continued to pre-position lifesaving supplies in Al Hudaydah during a much-needed halt in hostilities. However, conflict did not completely stop with sporadic fighting, shelling and bombardment continuing to pose a threat to civilians in Al Hudaydah City and in other parts of the governorate

The value of the Yemeni Rial in Al Hudaydah City increased significantly, with exchange rates reaching 390YER/USD, up from 665YER/US\$. To help the displaced through the winter, the Yemen Humanitarian Fund has launched an allocation to provide winterisation assistance for people affected by the Al Hudaydah crisis. The allocation targets 15,000 IDP families from Al Hudaydah Governorate, with each family receiving a one-off US\$230 grant. Funding of almost US\$4 million has been provided to four projects – implemented by a UN agency, a national NGO, an international NGO and the Red Crescent Society – that will cover nine governorates and reach 105,700 people.

## Response

- The ETC received positive feedback from participants and heads of agencies on the ICT capacity building training that was held in Sana'a. A total of 33 staff from 22 organisations, including UN (10) and NGOs (12) participated. Modules included Training of Trainers, Information Management, radio programming, IT networking, VSAT satellite training and IT Emergency Management Training (ITEMT).
  - This training will enable participants, as local staff, to better support the provision of lifesaving IT services in areas which are inaccessible to international staff, reduce dependencies on local markets and learn about new technologies to enhance operational response in 2019.
- The ETC has opened two new hubs in Al Hudaydah:
  - One in the national staff accommodation that was activated last week. This is the only means of reliable internet in Al Hudaydah and is accessed by 75 users from UN.
  - The other hub is the UN international staff guesthouse and is operational but staff have not yet moved in.
- The ETC INGO hub hosted at PU'AMA has been temporarily relocated outside the city so there is no ETC access to this hub. The ETC UN hub hosted by WHO is inaccessible most of the time due to security but is still up and running.
  - The ETC received a request from INGOs in Al Hudaydah to relocate the INGO hub. INGOs will agree on where to host it and let the ETC know. This will be a priority activity in January 2019.
- The ETC hosted a Telecommunications Security Standards (TESS) mission in Aden between 19-26 November where the team assessed the feasibility and options of replacing the current VHF system in place. Recommendations for how to proceed in the south will be shared and similar meetings are planned in Sana'a in 2019.
- Arrangements are currently underway for the planned mission of WFP's Director Technology and Chair of the ETC in mid-February 2019.
- The ETC has completed drafting the procurement plan for 2019.
  - The equipment order needed to upgrade ETC services at the UN Department of Safety and Security (UNDSS) Communications Centres (COMCENS) is now on the way from Dubai to Djibouti and then on to Aden.
- The ETC continues to upgrade its infrastructure and services in existing hubs in 3x governorates: Al Hudaydah, Sa'ada and Ibb.

- In Al Hudaydah, the ETC has completed the infrastructure upgrade in the existing hub hosted by WHO.
- The MoU for the upgrade of the hub in Sa'ada has been signed with UNICEF who is the host of that hub. UNICEF will upgrade the link and the ETC team are planning a joint mission to assess the performance of the connection after the upgrade.
- The ETC plans to upgrade both the UN hub and NGO hubs in Ibb.
- The ETC has revised the Sana'a University proposal and once the ETC S4C Officer has finalised it, the ETC team will forward it to the Humanitarian Coordinator for funding.
- The ETC has completed the IT setup of the remaining 16 EOCs Emergency Operations Centres (EOC) and is waiting for the World Health Organisation (WHO) to confirm when the official handover will take place. The ETC will continue to provide maintenance and support for another year.
  - WHO has requested for the ETC to help set up a new EOC in Aden which would also cover installing IT infrastructure for the entire Ministry of Public Health and Population (MoPH) building that will host the EOC.
  - The ETC has extended all contracts for services and staff at the EOCs until the end of 2019. The ETC plans to scale up the capacity of outsourced ICT staff to better support the EOC project.

## Planned Response

- The ETC will open a new hub for UN staff at the guesthouse in Aden. Discussions are underway on where to host the planned hub for International Non-Governmental Organisations (INGOs).
- The ETC also plans to open new hubs in Mukallah, Mulkha, Tourbah and Bajil in 2019 to support increasing humanitarian presence in those locations.
- Following the success of two inter-agency capacity building sessions in Yemen this year, the ETC is planning to conduct an advanced training exercise in 2019.

## Challenges

- The security situation remains increasingly volatile across the country, especially in Al Hudaydah. 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.
- Frequent cancellations and changes of schedule of UNHAS flights and the WFP-chartered ship, VOS Apollo, are impacting operations.



## Meetings

### Global ETC teleconference:

Global ETC Joint teleconferences are held monthly. The next meeting will be held on Tuesday 18 December at 1400 UTC.

**All information related to ETC operations can be found on the ETC website: [www.ETCluster.org](http://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](mailto: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"> <li>• Coordination hub</li> <li>• Customer support</li> <li>• Radio user training</li> <li>• Radio programming</li> <li>• VHF radio coverage</li> <li>• HF radio coverage</li> <li>• 24/7 COMCEN</li> <li>• Internet Hotspot in DTF</li> <li>• Internet Hotspot in INGO</li> </ul>
Al Hudaydah	WFP/UNDSS	<ul style="list-style-type: none"> <li>• VHF Radio Coverage</li> <li>• Radio user training</li> <li>• 24/7 COMCEN</li> <li>• Internet Hotspot in UN hub (WHO premises)</li> <li>• Internet Hotspot in INGO hub (PU-AMA)</li> <li>• Internet Hotspot in international staff guesthouse</li> <li>• Internet Hotspot in national staff accommodation</li> </ul>
Aden	WFP/UNDSS	<ul style="list-style-type: none"> <li>• VHF Radio Coverage</li> <li>• Radio user training</li> <li>• 24/7 COMCEN</li> <li>• Internet Hotspot at the common UN building (WHO premises)</li> </ul>
Ibb	WFP/UNICEF	<ul style="list-style-type: none"> <li>• COMCEN operating during office hours</li> <li>• Satellite base station</li> <li>• Internet Hotspot in UN hub (UNICEF premises)</li> <li>• Internet Hotspot in INGO (ACTED premises)</li> </ul>
Sa'ada	WFP/UNICEF/UNDSS	<ul style="list-style-type: none"> <li>• VHF base radio</li> <li>• VHF radio coverage</li> <li>• Satellite phone</li> </ul>

ETC Yemen Dashboard: <https://www.etcluster.org/document/etc-yemen-dashboard-november-2018>



## ETC Yemen Focal Points

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