

# 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 7.7 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**

9



**PLANNED OPERATIONAL AREAS WITH ETS SERVICES**

7



**TRAINING CONDUCTED**

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



**FUNDING STATUS**

- **44%** of US\$5.5 million has been received.



**CHALLENGES**

- **Security** situation remains volatile across North-East Nigeria and staff movements are restricted. This is affecting ETS deployment and maintenance missions.



**PLANNED ACTIVITIES**

- Deployment of **vital communications services** in identified common operational areas across Borno, Yobe and Adamawa states.
- **Building IT capacity** of humanitarians and government counterparts.
- Provision of **autonomous hybrid power supply system** for the ETS infrastructure only in the humanitarian hubs.

# RESPONSE

## Security Communications

- Provision of security telecommunications services in two state capital cities, Maiduguri and Damaturu, including the deployment of a common COMCEN in each of those locations. In addition, the ETS deployed security telecommunications services at the humanitarian hubs in Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Ngala and Monguno.
- In November 2018, 13x radio operators were deployed to man the COMCENs deployed by the ETS at the remote field humanitarian hubs. These radio operators underwent a hands-on training delivered by the ETS in October 2018 in Maiduguri to carry out their jobs efficiently.
- In line with the future of security telecommunications project, the ETS is working together with the Telecommunications Security Standards (TESS) team to further strength the UN Emergency Communications Systems (ECS) in place in North-East Nigeria.
- Since November 2016, delivery of radio training to almost 900 staff members from 37 humanitarian organisations across North-East Nigeria, including drivers, security officers and radio operators. In September 2017, the ETS delivered a ETS Analogue/Digital radio training in Maiduguri to 11 humanitarians from 8 organisations.
- The ETS is sponsoring the recruitment of 26x radio operators for the COMCENs in Borno and Yobe states of which 7x are already onboard. The ETS supported UNDSS with training for 7x radio operators which took place in Maiduguri at the end January 2018.

## Internet Connectivity

- The ETS provides Internet connectivity services to an average of 75 humanitarians in Maiduguri, 41 in Dikwa, 38 in Monguno, 33 in Bama and Banki, 26 in Gwoza and 22 in Ngala on a daily basis. In 2018, the ETS has provided Internet connectivity to over 2,400 humanitarians from 103 organisations.

## Coordination & Information Management

- Strengthening coordination and information management services provided to the humanitarian community to ensure an effective and coordinated response. Frequent local ETS Working Group meetings are organized in Maiduguri. Humanitarians involved in the IT response in North-East Nigeria receive timely ETS Information Management documents, such as situation reports, factsheets and dashboards, among others, to minimize duplication of efforts and allow informed decision-making.

# PLANNED ACTIVITIES

- In line with the ETC Services for Communities (S4C) initiative, the ETS is planning to conduct a S4C assessment mission in the first quarter of 2019 to gather the communications needs of the affected communities and evaluate how the ETS can fulfill them.
- Giving the increasing demand of communications services in remote field locations as humanitarian organisations are expanding their footprint across North-East Nigeria, the ETS is working on increasing the Internet bandwidth at the hubs to meet the needs of the humanitarian community.

## 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)

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