

# 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



### TRAINING CONDUCTED

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



### FUNDING STATUS

- **87.5%** of US\$3.4 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 OPERATIONAL AREAS WITH ETS SERVICES

2



### PLANNED ACTIVITIES

- Deployment and maintenance 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 in the humanitarian hubs.
- Map the **communications needs** of the **affected communities**.

# RESPONSE

## Security Communications

- Provision of security telecommunications services in **two state capital cities**, Maiduguri (Borno State) and Damaturu (Yobe State), including the deployment of a common Security Operations Centre (SOC) in each of those locations. In addition, the ETS has deployed and maintained security communications services at the **field humanitarian hubs** in Bama, Banki, Damasak, Dikwa, Gwoza, Ngala and Monguno.
- With the support of WFP, the ETS sponsored the recruitment of **15x radio operators** who were deployed at the end of 2018 to man the COMCENs deployed by the ETS at the remote field humanitarian hubs. 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. TESS recommendations have been submitted to Security Management Team (SMT) for endorsement and some are already part of the ETS workplan for 2019.
- Since November 2016, the ETS has delivered **security communications capacity building sessions** to over 1,100 humanitarians from 40 organisations across North-East Nigeria, including drivers, security officers and radio operators. The ETS conducted a survey in October 2018 to gather the training needs of the humanitarian community and tailor the ETS capacity building activities planned for 2019.

## Internet Connectivity

- Given the increasing demand, the ETS **doubled the Internet bandwidth at the field hubs** in January 2019 to better support the efficient implementation of humanitarian activities.
- More than 3,186 humanitarians from 103 organisations have registered to use ETS connectivity services since the beginning of the year.

## 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 facilitate informed decision-making.

# PLANNED ACTIVITIES

- As part of the ETC Services for Communities (S4C) initiative, the ETS is planning to conduct a **S4C assessment mission** to gather the communications needs of the affected communities and evaluate how the ETS can fulfill them.
- In line with the guidance from the Humanitarian Country Team (HCT), the ETS plans to **extend its communications services** to four additional operational areas in North-East Nigeria in 2019: Rann in Borno State, Geidam in Yobe state and Madagali and Yola in Adamawa state.
- Following the technical assessment mission in August 2018, the ETS is planning to deploy a **hybrid power system at the humanitarian hubs** to ensure a constant provision of ETS communications services.
- The ETS is planning to deploy one **additional satellite terminal** at every humanitarian hubs to strengthen the current communications system and provide humanitarians with a back-up connectivity solution.

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



## UNDER THE LEADERSHIP OF



## CONTACT INFORMATION

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