

# NIGERIA

## OPERATION OVERVIEW

AS OF:

# OCTOBER 2019

TYPE OF EMERGENCY:



# PROTECTION CRISIS



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.

The ETS was activated on 23 November 2016. 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

2



### TRAINING CONDUCTED

- **End-user** training on security communications procedures for 487 humanitarian responders, including drivers, security officers, ICT staff and SOC operators, among others.



### 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.



### 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.

# 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 209 days deployed to field hubs, the ETS continues to conduct regular **maintenance missions** to ensure full operability of security communications services for the safety and security of humanitarian responders.
- Over 519 user handsets and mobile radios have had firmware upgrades and been programmed.
- In line with the future of security telecommunications project, the ETS is working to further strengthen **the UN Security Communications Systems (SCS)** in place in North-East Nigeria.
- Since the beginning of the year the ETS has delivered **security communications capacity building sessions** to more than 487 humanitarians across North-East Nigeria, including drivers, security officers and radio operators.

## 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.
- The ETS completed deployment of an additional Internet connectivity link from a local ISP at Red Roof in Maiduguri, one additional satellite terminal at the humanitarian hub in Banki and another one at the humanitarian hub in Monguno to significantly improve user experience.
- More than 3,848 humanitarians from 109 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, including SitReps, factsheets and dashboards, among others, to minimize duplication of efforts and facilitate informed decision-making.

# PLANNED ACTIVITIES

- The ETS plans to **extend its communications services** to Yola (Adamawa state) in 2019 while pushing deployment in Rann (Borno state) to 2020. The establishment of services in Madagali in Adamawa state and Geidam in Yobe state is no longer required.
- Following the technical assessment mission in August 2018, the ETS is planning for the effective deployment in 2020 of a **hybrid power system at the humanitarian hubs** to ensure a constant provision of ETS communications services.
- The ETS plans to deploy one **additional satellite terminal** at five remaining 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

