YEMEN – Conflict

ETC Situation Report #40

Reporting period 01/11/19 to 30/11/19

These ETC Yemen Situation Reports are issued monthly.

Highlights

The ETC conducts a technical training session for IT staff from the Emergency Operations Centres (EOC) in Aden.
Photo: WFP/ETC

- The ETC is providing critical Internet connectivity to 894 humanitarians across 11 hubs in Yemen.

- The ETC has registered and resolved 5,490 calls across its helpdesks since the beginning of the year.

- The ETC has completed the installation of the base of the satellite terminal at the new UN hub in **Al Mokha**.

Situation Overview

Violence continued across Yemen in November with artillery shells striking a market in Sa'ada with initial reported estimating the attack killed and injured dozens of civilians. An attack in Taizz Governorate badly damaged a hospital in Al Mokha - the only medical facility providing free emergency surgical care in the area.

After more than three years of closure, it was announced that Sana'a International Airport would be re-opened to allow sick patients to travel overseas for lifesaving treatment.

Yemen continues to be the world's worst humanitarian crisis with nearly 80 per cent of the population in need of some form of humanitarian assistance and protection. To date, some 10 million people remain on the brink of famine and starvation and 7 million people are malnourished.

Response

- The ETC is now providing connectivity to 894 humanitarian responders in 11x hubs across Sana'a, Al Hodeidah, Ibb, Aden, Al Mukalla and Al Mokha.

- The ETC has ordered the equipment needed to upgrade Internet connectivity services in the ETC hub at the UN guesthouse in Aden.

- The ETC has completed the installation of the base of the satellite terminal at the new UN hub in **Al Mokha**.

  o The procurement of two new satellite terminals that will be deployed in new UN hubs in **Al Mokha and Tourba** has been awarded to Safa.

- WFP has committed USD 150,000 to support the long-planned ETC project to rehabilitate two computer labs and provide solar power and Internet connectivity at Sana'a University to enable students to continue their education despite the ongoing conflict.

- Three of the four self-supported telecommunications towers have been installed in Aden, Tourba and Al Mokha which will facilitate communication and ensure the safety and security of staff. The fourth and final tower will be installed in Aden.

- The ETC – in coordination with UNDSS and the UN common compound hosting agencies, namely UNHCR in Tourba and the International Organization for Migration (IOM) in Marib – is in the process of obtaining approval from local authorities and national security for installing and using telecommunications equipment. This is a new procedure recently introduced by the authorities.

- The ETC delivered an IT capacity building training from 9–10 November to seven Emergency Operations Centre (EOC) IT staff in Aden.

- The ETC is reviewing its budget utilization for 2019 to make the required adjustment and identify requirements for 2020.

- The ETC's new WiFi user access system was deployed in Al Hodeidah and is fully operational.

- As requested by ETC partner in Yemen, the All Girls Foundation, the ETC has conducted a technical assessment to determine the feasibility of establishing an Internet café for the use of women in Sana'a.

- The ETC has registered and resolved 5,490 calls across its helpdesks since the beginning of the year.

Planned Response

- The ETC's planned inter-agency IT capacity building training is now scheduled to take place in Amman in April 2020.

- The ETC is planning to deploy a satellite terminal that will provide connectivity to humanitarians in the new UN common compound in **Hajjah**.

- The ETC plans to deploy a satellite terminal the ETC Internet connectivity hub hosted by ACTED in **Ibb**.

Challenges

- The importation of equipment and local procurement of ICT equipment remains a challenge.

- The security situation remains increasingly volatile across the country. Humanitarians face insecurity and movement restrictions.

- The difficulties in obtaining visas for technical staff deployments to Yemen and shortage of accommodation are hampering the ETC response on the ground.

- The lack of access especially to remote areas continues to impact the humanitarian operation.

Meetings

Global ETC teleconference:

The next Global ETC Joint teleconference on Libya, Syria and Yemen will be held in **January 2020**.

All information related to ETC operations can be found on the ETC website: 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

Acronyms

EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
FITTEST	WFP's Fast IT and Telecommunications Emergency Support Team
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
IT	Information Technology
NGO	Non-Government Organisation
SOC	Security Operations Centre
UN	United Nations
UNDSS	UN Department of Safety and Security
UNFPA	UN Population Fund
WFP	World Food Programme
WHO	World Health Organization

Emergency Telecommunications Cluster (ETC)
www.ETCluster.org

Shared ICT Services

CITY	LEAD AGENCY	ETC SERVICES
Aden	WFP/UNDSS/UNHCR	• VHF Radio Coverage • Radio user training • 24/7 SOC • ETC Internet hub at the common UN building (WHO premises)
Sana'a	WFP/UNDSS	• Coordination hub • Customer support • Radio user training • Radio programming • VHF radio coverage • HF radio coverage • 24/7 SOC • ETC Internet hub in UNCAF • ETC Internet hub in INGO (ACF)
Al Hodeidah	WFP/UNDSS	• VHF Radio Coverage • Radio user training • 24/7 SOC • ETC Internet hub in UN hub (WHO premises) • ETC Internet hub in INGO hub (PU-AMA) • ETC Internet hub in UN guesthouse • ETC Internet hub in national staff accommodation
Al Mokha		• ETC Internet hub in INGO hub (PUAMI)
Al Mukalla		• ETC Internet hub in UN hub (UNDP)
Ibb	WFP/UNICEF	• SOC operating during office hours • Satellite base station • ETC Internet hub in UN hub (UNICEF premises) • ETC Internet hub in INGO (ACTED premises)
Sa'ada	UNICEF/UNDSS	• VHF base radio • VHF radio coverage • Satellite phone

ETC Yemen Dashboard: https://www.etcluster.org/document/etc-yemen-dashboard-24-september

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