

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 is providing critical Internet connectivity to 894 humanitarian across 11 hubs in Yemen.
- The ETC has registered and resolved 5,490 calls across its helpdesks since the beginning of the year.



A member of the ETC team checks a solar panel installed at the UN hub in Al Mokha.
Photo: WFP/ETC

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.

Yemen is 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 is assisting the opening of the new UN common hub in Hajjah.
- The ETC ordered new internet connectivity services from TeleYemen for existing hubs in Sana'a and Ibb.
- The ETC has completed the installation of the base of the satellite terminal at the new UN hub in **Al Mokha**. The procurement of two new satellite terminals for new UN hubs has started.
- 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 that has been recently introduced by the authorities.
- The ETC delivered an IT capacity building training in Aden from 9–10 November to seven Emergency Operations Centre (EOC) IT staff.
- 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 3,000 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.



Challenges

- The importation of equipment and local procurement of ICT equipment remains a challenge.
- The shortage of accommodation for expatriate deployment in Sana'a is hampering the ETC response on the ground.

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



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