

## Local ETS Working Group - Maiduguri

Date: 12/12/19 Time: 10:00Hrs

Mala Kachala House, Maiduguri, Borno State

### Attendance

Chair	Ekue Ayih (WFP/ ETS Coordinator)
Médecins du Monde	Emmanuel Bitrus
Solidarités International	Abdulbasit Oyeniyi (online)
Save the Children	Abraham Aikhionbare (online)
FHI360	Ibrahim Enwuzor (online)
FHI360	Benedict Abore (online)
ICRC	Henry Filibus (online)
WFP	Temitope Adesanya
WFP	Triwik Kurniasari (online)

### Agenda

1. Brief update on the latest ETS activities in NE Nigeria
2. Partner updates
3. AOB

## 1. Brief update on the latest ETS activities in NE Nigeria

Key updated figures of ETS support in North East Nigeria includes:

- The ETS has provided services to more than 4,506 unique Internet users in 2019 with an average of 110 daily users at Red Roof and combined 235 daily users at all deep field humanitarian hubs. In total, there are 112 organisations supported (17 United Nations agencies and 95 local Non-Governmental Organizations/NGOs and International NGOs/INGOs)
- The ETS has trained over 569 humanitarians on security communications standards procedures.

- The ETS conducted a mission to Yola to upgrade the setup, as well as carrying out missions to Monguno and Dikwa to ensure the full operability of services
- The ETS received a visit from a delegation of the Government of Luxembourg who came to see how ETS services impact on humanitarian operations in North-East Nigeria, as well as to gain feedback to further enhance its support for the operation in North-East Nigeria.
- The ETS conducted a four-day training for 12 radio operators from the United Nations Department of Safety and Security (UNDSS) from Abuja, Lagos, Damaturu and Yola.
- The ETS project for 2020 was uploaded to the Humanitarian Programme Cycle (HPC) tools platform. The team is waiting for final approval from the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).
- The ETS User Satisfaction Survey Report is available online. The report has an overall satisfaction rate of 97%. The team received some feedback from users about slow connectivity, requesting a possible increase of bandwidth in the humanitarian hubs and improving user management. The ETS highlighted that accessing multimedia, such as YouTube, Facebook and other streaming applications, is not a priority. The ETS understands that in some cases, accessing multimedia might be required, therefore, the ETS is happy to discuss the partners' needs. In terms of security, the ETS strongly suggested humanitarians not to share their user credentials with other people.

## **2. Challenges**

- Lack of usage of VHF radios by agencies in deep field locations.
- Power availability remains a challenge.

## **3. Planned activities**

- The ETS will continue to maintain services and improve the quality of its services through the deployment of backup internet connectivity systems and the hybrid power supply solution in 2020.
- The ETS will deliver capacity-building activities to humanitarian actors to support the localisation of efforts.

## 4. Partners Update

Ibrahim Enwuzor (FHI360)

- The team carried out some installation for Iridium Push-to-Talk (PTT) in some locations, including Maiduguri, after joining a training from the ETS.
- The Internet was down for about two weeks in Damasak due to some issues with the Internet Service Provider (ISP), but the issues have been resolved.
- The team is planning on increasing the Internet capacity and security of some of its networks following complaints of poor network from staff. The team was able to detect a Virtual Private Network (VPN) software Ultrasurf installed by staff to bypass security infrastructure on the network and access the blocked sites.

Abdulbasit Oyeniyi (Solidarités International)

- The organization inquired when the ETS would extend its WiFi network to its location in the Mobile Storage Unit (MSU) warehouse in Monguno. The ETS responded that the ETS doesn't cover the extension of network for that site as set out in its service catalogue. However, for the specific case of MSU deployed by Logistics Sector, this is an agreement to provide support. The ETS did an assessment at the site few months ago, but the Logistics Sector Coordination Team told them that no action was needed. To resolve the issue, the ETS suggested Solidarités International contact the Logistics Sector Coordination Team to request the extension.

## 5. AOB

- ETS Coordinator Ekue Ayih will be on Break in Service (BIS) from 17 December 2019 to mid-February 2020. Khawar Ilyas will be in charge during his absence.
- The latest ETS newsletter was released at the end of November. The newsletter highlights female ETS colleagues involved in the IT response in North-East Nigeria.
- The next Local ETS Working Group meeting will take place in January 2020. Date and time to be confirmed.

## Acronyms

BIS	Break in Service
ETS	Emergency Telecommunications Sector
HPC	Humanitarian Programme Cycle
ICRC	International Committee of the Red Cross
INGO	International Non-Governmental Organisation
ISP	Internet Service Provider
IT	Information Technology
MSU	Mobile Storage Unit
NGO	Non-Governmental Organisation
OCHA	Office for the Coordination of Humanitarian Affairs
PTT	Push-to-Talk
UN	United Nations
UNDSS	UN Department of Safety and Security
VHF	Very High Frequency
VPN	Virtual Private Network
WFP	UN World Food Programme

All information related to the ETS operation can be found on the ETC website:  
[www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)

For more information, or to be added or deleted from the mailing list, please contact:  
[Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)

**Minutes:** Triwik Kurniasari, WFP