

YEMEN – Conflict

ETC Situation Report #41

Reporting period 01/12/19 to 31/01/2020

These ETC Yemen Situation Reports are issued monthly.

Highlights

- The ETC continues to provide critical Internet connectivity to 732 humanitarians across 9 hubs in Yemen.
- The ETC conducted its User Satisfaction Survey in December 2019 which resulted in an average satisfaction rate of 82% across the core ETC services provided in Yemen.
- Enrica Porcari, Chair of the ETC and CIO of the World Food Programme, conducted a high-level mission to Yemen where she met with ETC partners in Sana'a and Al Hudaydah to see first-hand how ETC services are impacting the lifesaving work of humanitarian organizations on the ground.



Enrica Porcari, Chair of the ETC and CIO of WFP, joins the local ETC Working Group in Sana'a during her mission.

Photo: WFP/ETC

ETC Activities

- The ETC is now providing connectivity to 732 humanitarian responders in 9x hubs across Sana'a, Al Hudaydah, Aden, Al Mukalla and Al Mokha.
- The ETC has completed the set-up of two new UN hubs, including UNDSS-managed Security Operations Centres (SOC) in Tourba, managed by UNHCR, and Al Mokha, managed by WFP. The ETC will continue to provide Internet connectivity and user support services.
- The ETC conducted a mission to Socotra to assess the feasibility of setting up a new ETC connectivity hub there for humanitarian responders.
- The ETC is liaising with local Internet Service Providers (ISPs) to deploy new satellite terminals to reactivate connectivity services in the INGO hubs in Sana'a and Ibb.
- The ETC is working with the relevant stakeholders to extend internet connectivity services to the WHO-run EOCs until October 2020.
- The ETC has submitted its inputs and narrative into the Yemen Annual Country Report 2019.
- The ETC conducted its annual User Satisfaction Survey in December 2019 resulting in an average satisfaction rate of 82% across the core ETC services provided in Yemen. The main area of improvement highlighted by respondents was the quality of internet connectivity.

ETC Planned Activities

- The ETC is still preparing to conduct an inter-agency IT capacity building training in March/April 2020.
- The ETC will collaborate with the Telecommunications Security Standards (TESS) team on the expansion of the VHF coverage in Aden city to strengthen the safety and security of responders.

Funding

- The ETC in Yemen has a projected budget of USD3.6 million to implement its activities in 2020.

Key Information

- All information on the ETC response in Yemen: <https://www.etcluster.org/emergencies/yemen-conflict>
- For further information or to contact the team on the ground, please email Yemen.ETC@wfp.org
- Latest ETC Services Dashboard: <https://www.etcluster.org/document/etc-yemen-dashboard-january-2020>
- The next Global ETC Joint Teleconference on Libya, Syria and Yemen will be held on **19 February 2020**.

Contacts

| Title | Agency | Name | Duty Station | Email |
|-----------------|--------|----------------|---------------|--------------------------------------------------------------------|
| ETC Coordinator | WFP | Wali Noor | Sana'a, Yemen | wali.noor@wfp.org |
| ETC IMO | WFP | Suzanne Fenton | Dubai, UAE | suzanne.fenton@wfp.org |
| Local ETC IMO | WFP | Sarah Eshaq | Sana'a, Yemen | sarah.eshaq@wfp.org |