

YEMEN – Conflict

ETC Situation Report #48

Reporting period 01/09/2020 to 30/09/2020

ETC Yemen Situation Reports are issued monthly.

Highlights

- The ETC continues to provide critical Internet connectivity to 607 humanitarians across 11 sites in Yemen, and communications services, including security telecommunications to a total of 2,873 responders from eight Security Operations Centres managed by UNDSS across the country.
- Since 1 January 2020, the ETC Helpdesk has received and resolved 13,152 issues from responders.
- The ETC is installing equipment in the new UN hub in Hajjah to facilitate the provision of connectivity and security communications services.



The ETC continues to provide critical communications services to the response community across Yemen, including in UNCAF, Sana'a.
Photo: ETC Yemen

ETC Activities

COVID-19 response

- As part of the response to COVID-19, ETC internet connectivity services are now available in isolation centres in Aden and Al Hudaydah.
- The ETC has received the necessary funding to proceed with the upgrade of a COVID-19 hotline in Sana'a for the Ministry of Public Health and Population (MoPHP) and the establishment of a new hotline in Aden. The Memorandum of Understanding between the World Health Organization (WHO), World Food Programme (WFP) and the MoPHP is pending signature.
- World Health Organisation (WHO) has approved the upgrade of the existing 26 Emergency Operations Centres (EOC) in response to the COVID-19 response. The ETC is waiting to receive the required funding from WHO.
- Most ETC staff, including all national staff, continue to work from home as part of social distancing efforts to prevent the spread of the COVID-19 virus.

ETC activities

- The ETC continues to plan for the deployment of fibre Internet connectivity for the UN hub in Al Mukalla, managed by the United Nations Development Programme (UNDP), to improve connectivity services.
- The ETC continues to provide Internet connectivity services to COVID-19 quarantine centres in Aden and Al Hudaydah.
- Preparations to set up a COVID-19 hotline in Aden and Sana'a for the Ministry of Public Health and Population (MoPHP) continue to progress.
- The ETC is installing equipment in the new UN hub in Hajjah to facilitate the provision of connectivity and security communications services.
- The ETC is upgrading data connectivity services in the UN Common Accommodation Facility (UNCAF) in Sana'a.
- The ETC conducted preventive and corrective maintenance activities in the Security Operations Centre (SOC) and also completed the extension of ETC data connectivity services at the new offices of UNDP and UNDSS in Aden.
- Following a temporary deactivation of ETC connectivity services at the INGO hub hosted at PUAMI's new office in Al Hudaydah, the ETC has reactivated the service by deploying ADSL data connectivity.
- ETC equipment that had been on hold following the closure of WHO in Al Hudaydah has been released. The equipment can now be repurposed by the ETC for use in other UN hubs.
- An ETC Yemen virtual training course to build national IT capacity has been finalized and will focus on key areas including cyber security and network security.
- In the reporting period, the ETC Helpdesk registered and addressed more than 800 issues. Since the start of the year, the helpdesk has received and resolved 13,152 issues from responders.

ETC Planned Activities

- The ETC has been requested to technically support WFP, the Ministry of Education, UN Children's Fund (UNICEF) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) in exploring ways to establish a digital platform to conduct online distance learning for Yemeni students. Discussions are ongoing.
- The ETC together with the Ministry of Telecommunications and Information Technology (MoTIT) and Aden Net ISP has been requested to provide Internet connectivity services at Aden International Airport. The ETC in coordination with the UN Office for the Coordination of Humanitarian Affairs (OCHA) is reviewing the request to ensure it is in line with its mandate.
- The ETC will provide communications services in two new sites, Taizz and Socotra, which will be operational soon. However, the team is facing logistical constraints due to restrictions on movement because of COVID-19.

- The ETC still has plans to 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 remains funded to maintain its current service provision and implement its agreed activities in Yemen until the end of 2020.
- The ETC submitted a request an extension of the Yemen Humanitarian Funding from 30 September to 31 December 2020.

Key Information

- All information on the ETC response in Yemen can be found [here](#).
- The latest ETC Dashboard and [infographic](#) are also available on the www.etcluster.org website.
- The next Global ETC Joint Teleconference will be held on Wednesday 14 October.
- For further information or to contact the team on the ground, please email Yemen.ETC@wfp.org

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