Local ETS Working Group - Maiduguri

Date: 19/02/2020   Time: 10:00Hrs
Mala Kachala House, Maiduguri, Borno State

Attendance

Chair  Khawar Ilyas (WFP/ETS Coordinator)
PUI    David Afolayan
SIF    Ijai Thliza
DRC    Adebola J. Adebisi (online)
CRS    Asuleiman Abdulmalik (online)
IRC    James Mshelia (online)
Solidarités International  Aldulbasit Oyeniyi (online)
OCHA   Blessing Adeleke
UNICEF Adekunle Oluymi (online)
UNICEF Abraham Ondoma (online)
UNICEF Taiwo Aiyedun (online)
WFP    Caleb Anwara (online)
WFP    Dubem Umeasiegbu (online)
WFP    Muhsin Mufti
WFP    Oyintare Kalama
WFP    Temitope Adesanya (online)
WFP    Triwik Kurniasari (online)

Agenda

1. Brief update on the latest ETS activities in North-East Nigeria
2. Partner updates
3. Training requirements for humanitarians
4. IT policy and user awareness
5. Mobile Network Operators (MNOs)
6. AOB
1. Brief update on the latest ETS activities in NE Nigeria

- In January 2020, the ETS provided services in 11 common operational areas to 74 organizations (14 UN agencies and 60 NGOs). The ETS team deployed nine staff, who went for field missions for 36 days to conduct maintenance and deploy equipment to ensure full operability of ETS services across the region, as well as provided various training on security communications to 49 humanitarians.
- The ETS requires an estimated budget of approximately USD 3 million to carry out its activities in North-East Nigeria in 2020.
- The ETS is working with its service provider to see if the provider can revise the cost of Iridium Push-to-talk (PTT) subscription in 2020. In the meantime, the ETS is also testing another PTT device.

2. Challenges

- The ETS is facing a challenge in providing backup connectivity to humanitarian hubs, particularly remote hubs like Ngala, Gwoza, Dikwa, Bama and Damasak. The ETS, in the past, requested for Quotation (RFQ) to MNOs and Internet service providers to find out if any of them can provide connectivity services. The ETS has one active link in most locations, except Banki and Monguno, where they have two active links. The ETS aims to add a second link as backup in all deep field hubs.
- Power availability remains a challenge.
- The ETS is facing a funding shortfall to carry out its activities. It is expected to receive some funding by March.

3. Planned activities

- The ETS will install a solar-based power system in the upcoming months to support ETS services at humanitarian hubs.
- The ETS is looking into a cost-sharing mechanism with its partners to sustain the operation and continuity of common service like internet and security communications.

4. Partners Update

Dubem Umeasiegbu (WFP)

- This year, WFP will be migrating to a different Very Small Aperture Terminal (VSAT) provider Marlink.
- The team installed VHF equipment in the WFP guesthouse in Maiduguri and upgraded the conference room with smart TV and dedicated wireless microphones.
- The registrations of beneficiaries are still on going in the field.
James Mshelia (IRC)

- IRC has started to gradually use a solar system as its main power source.
- The organization asked the ETS to organize training on VHF radio communications and Iridium PTT

Action: ETS coordinator will revert to James to see the training availability.

Muhsin Mufti (WFP-Logistics Sector)

- The Logistics Sector (LS) usually faces challenges in the use of its online inventory app. The Internet is extended from humanitarian hub, provided by ETS.

Action: The ETS will check with LS if they have any special requirements for their online app.

David Afolayan (PUI)

- PUI has a VSAT link, but when network-related issues come up, the team relies on ETS network.
- The organization raised concerns about its High Frequency (HF) base in Monguno and a need for ETS support in troubleshooting.

Action: ETS coordinator will check with PUI if there is a further need for training required for user or a need for troubleshooting and/or configuration of radio.

Blessing Adeleke (OCHA)

- The organization is considering having separate connectivity equipment from the ETS.

5. IT Policy and use awareness

- Discussions were focused on the IT policy, ETS use of filtering traffic and the importance of user awareness.
- Organization representatives were informed that Virtual Private Networks (VPNs) and forbidden sites are blocked based on the IT policy.
- Sectors were encouraged to discuss their connectivity requirements with the ETS.

6. AOB

- Following the expiration of the contract of VSAT provider Global Eagle or Emerging Markets Communications (EMC) in April 2020, WFP is planning on migrating to new provider Marlink.
- UNICEF requested for more information, including the cost, on PTT devices.
- OCHA will send their new VHF radios to ETS for configuration.
**Acronyms**

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>CRS</td>
<td>Catholic Relief Services</td>
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<tr>
<td>DRC</td>
<td>Danish Refugee Council</td>
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<tr>
<td>EMC</td>
<td>Emerging Markets Communications</td>
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<td>ETS</td>
<td>Emergency Telecommunications Sector</td>
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<tr>
<td>IRC</td>
<td>International Rescue Committee</td>
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<td>IT</td>
<td>Information Technology</td>
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<td>LS</td>
<td>Logistics Sector</td>
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<td>MNO</td>
<td>Mobile Network Operators</td>
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<td>NGO</td>
<td>Non-Governmental Organisation</td>
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<td>OCHA</td>
<td>Office for the Coordination of Humanitarian Affairs</td>
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<td>PTT</td>
<td>Push-to-talk</td>
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<td>PUI</td>
<td>Première Urgence Internationale</td>
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<td>RFQ</td>
<td>Request for Quotation</td>
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<td>SIF</td>
<td>Secours Islamique France</td>
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<td>UN</td>
<td>United Nations</td>
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<td>UNICEF</td>
<td>United Nations Children’s Fund</td>
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<td>VPN</td>
<td>Virtual Private Network</td>
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<td>VSAT</td>
<td>Very Small Aperture Terminal</td>
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<td>WFP</td>
<td>UN World Food Programme</td>
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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 & Oyintare Kalama, WFP