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 Oluyomi (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

CRS	Catholic Relief Services
DRC	Danish Refugee Council
EMC	Emerging Markets Communications
ETS	Emergency Telecommunications Sector
IRC	International Rescue Committee
IT	Information Technology
LS	Logistics Sector
MNO	Mobile Network Operators
NGO	Non-Governmental Organisation
OCHA	Office for the Coordination of Humanitarian Affairs
PTT	Push-to-talk
PUI	Première Urgence Internationale
RFQ	Request for Quotation
SIF	Secours Islamique France
UN	United Nations
UNICEF	United Nations Children's Fund
VPN	Virtual Private Network
VSAT	Very Small Aperture Terminal
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

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

Minutes: Triwik Kurniasari & Oyintare Kalama, WFP