

Local ETS Working Group - Maiduguri

Date: 28/10/2021 Time: 10:00

Online Meeting

Attendance

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| Chair | Bhawana Upadhyay (WFP/ETS Coordinator OIC) |
| FHI360 | Ibrahim Enwuzor |
| INSO | Roger Musafiri |
| IRC | James Mshelia |
| MDM | Emmanuel Bitrus |
| | Johnson Ishaya |
| | Farva Dawa |
| PUI | Hassan Malgwi |
| SI | Abdulbasit Oyeniyi |
| SIF | Ijai Thliza |
| UNDSS | Nwanmaaghyi Ninyio |
| UNICEF | Adekunle Oluyomi |
| | Taiwo Aiyedun |
| WFP | Amana Mbahi |
| | Karim Saleh |
| | Oyintare Kalama |
| | Salamatu Yohanna |
| | Unity Oware |

Agenda

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

1. Brief update on the latest ETS activities in north-east Nigeria

Security situation

- The unpredictable security situation continues to affect humanitarian access to operational areas, with a limited number of days approved for field missions.

ETS services

- The ETS provides security communications, internet connectivity, ICT helpdesk, Information Management (IM) and coordination services to humanitarian responders.
- The ETS provides security communications services in Maiduguri, Damaturu and Yola metropolitan areas, and Internet and security communications in the eight humanitarian hubs in Borno State – Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno, and Ngala.
- The ETS is available to provide on-demand training for humanitarian organizations.

ETS activities

- In 2021, the ETS has provided services in eight common operational areas to 3,285 users from 101 organisations (16 UN agencies and 85 I/NGOs) and resolved 887 issues logged by the helpdesk.
- The ETS is exploring the communication needs of communities to enable the team to identify services for communities in the north-east.
- The ETS team will launch the ETS user satisfaction survey on 29 October. All focal points should encourage their team members using ETS services to complete the survey.
- A new Internet Service Provider (ISP) has set up its service in the Red Roof humanitarian hub and is in the monitoring phase before implementing the complete migration in November.
- Lack of access to operational areas due to the unpredictable security situation remains a challenge.

2. Partner Updates

UNICEF

- UNICEF requested the latest programming code plug for VHF radios as their team recently procured new VHF radios, but their old code plug is not functional. The ETS telecommunications associate requested a bilateral meeting to provide support in upgrading the existing code plug.
- UNICEF also raised concerns about the need for a unified codeplug system. The ETS telecommunications associate explained that the ETS team has concluded the documentation for a unified code plug, which is currently in the test phase and will be rolled out soon.

FHI360

- The FHI360 team plans to replace the ISPs and solar power systems in all its four operational locations – Bama, Banki, Damasak and Ngala.

Medicins du Monde (MDM)

- The MDM team requested ETS support to rectify challenges with VHF coverage in Damboa, as it does not cover the frequency range for areas where activities are conducted. The team will reach out to ETS officially for technical support.

UNDSS

- The UNDSS team appreciated the ETS mission to upgrade the Security Operations Centre (SOC) in Damaturu. UNDSS notified the ETS team that the VHF tracking software was no longer responding, and the ETS team fixed a meeting immediately after the local working group meeting to address this.

3. AOB

- The ETS coordinator Officer in Charge (OIC) encouraged all members of the local working group to reach out to the ETS with updates on connectivity upgrades in the field locations or with requests for technical support.
- The ETS IM officer will also to expand the local working group mailing list to include more partners.

Acronyms

| | |
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| ETS | Emergency Telecommunications Sector |
| FHI360 | Family Health International |
| IM | Information Management |
| ISP | Internet Service Provider |
| IT | Information Technology |
| INGO | International Non-Governmental Organisation |
| MDM | Medicins du Monde |
| NGO | Non-Governmental Organisation |
| PUI | Premiere Urgence Internationale |
| SI | Solidarites International |
| TC | Telecommunications |
| UN | United Nations |
| UNDSS | United Nations Department of Safety and Security |
| UNICEF | United Nations Children's Fund |
| VHF | Very High Frequency |
| 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: Oyintare Kalama, ETS Information Management Officer