# Nigeria, Crisis

## Local Working Group Meeting
**Date:** 30/03/2022 **Time:** 10:00 UTC +1

All information related to the ETS in Nigeria can be found on the ETC website:

**https://www.etcluster.org/emergencies/nigeria-crisis**

For more informations or to be added or deleted from the mailing list please contact:

**Nigeria.ETS@wfp.org**

# Attendance

| | |
|---|---|
| Chair | Elmuiez Babikir |
| FHI360 | Ibrahim Enwuzor |
| IRC | Dyelshak Ishiaku |
| | James Mshelia |
| MDM | Emmanuel Bitrus |
| | Johnson Ishaya |
| Mercy Corps | David John Adamu |
| | Emmanuel Omirinde |
| PUI | Hans Stareck |
| | Hamman Mshelia |
| UNICEF | Adekunle Oluyomi |
| | Taiwo Aiyedun |
| UNDSS | John Aniki |
| | Moses Babaferi |
| WFP | Amana Mbahi |
| | Burak Sezgin |
| | Caleb Anwara |
| | Dubem Umeasiegbu |
| | Karim Saleh |
| | Mithilesh Chaubey |
| | Oyintare Kalama |
| | Salamatu Yohanna |
| | Sarah Omebe |
| | Unity Oware |

# Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. Partners Update
3. AOB

# Minutes

## 1. 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.

- 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 security communications training on demand.

### ETS activities

- In 2022, the ETS provided services in eight common operational areas to 1,802 users from 86 organisations (16 UN agencies and 70 I/NGOs) and resolved 194 issues logged by the helpdesk.

- There have been several requests for the ETS to provide installation and radio licences. The ETS gives technical advice and support to individual agencies but does not purchase and install equipment or provide licences for organizations.

- The ETS has installed and configured connectivity and security communications equipment in the humanitarian hub in Dikwa, which has been closed since March 2021 due to a security incident. The installation of equipment is 95 percent complete, and all installed equipment has been tested and is functioning properly.

- The team is in the proposal stage of the services for communities project. This project will provide technological solutions to beneficiaries in the Internally Displaced Persons (IDP) camps in the field locations.

- Lack of access to operational areas due to the unpredictable security situation remains a challenge.

- Partners were encouraged to promptly report misplaced or stolen VHF radios so the radios could be disabled from the network.

- The ETS has extended its network to the UNHAS wing of the Maiduguri International airport to support the provision of services to humanitarians. The team used a point to point connection and is monitoring the link.

## 2. Partner Updates

### FHI360

- The FHI360 representative shared information on their new connectivity services and local vendors. With about 140 devices connected to the network, services are now better, and the new service providers have a faster response time during downtimes.

- The team will roll out the volunteer information management system at the end of April. This application will facilitate the recruitment, training, reporting and timesheet of all volunteers. It is a cloud-based application and will be dependent on the stability of internet connectivity.

### MERCY CORPS

- The Mercy Corp representative confirmed that they have also used the same vendors as FHI360 for their connectivity since 2016. The Maiduguri office has three internet links to provide adequate connectivity backup. They confirmed that the services have been stable.

  o The team is migrating from Ku-band to C- band in field locations. The migration in Ngala is complete, and there is an improvement in network stability.

  o There is also a migration from using shared links to using dedicated links. Each site will have a C-band as the main link and a Ka-band as the backup link.

- With the increase in virtual meetings and collaborations, the Mercy Corps team is doubling all its bandwidth across all locations.

### WFP

- The team is reactivating the toll-free line for the common feedback mechanism. There is a new shortcode for beneficiaries and whistleblowers to contact the hotline operators. The team will use an open-source telephony system to enable a configuration that will support remote working for the hotline operators. The team hopes to go live before the end of May.

## Next meeting

The next Local Working Group meeting will take place on **27 April**.

# Acronyms

| ETS | Emergency Telecommunications Sector |
| FHI360 | Family Health International |

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| IM | Information Management |
| IRC | International Rescue Committee |
| ISP | Internet Service Provider |
| IT | Information Technology |
| INGO | International Non-Governmental Organisation |
| MDM | Medicins du Monde |
| NGO | Non-Governmental Organisation |
| SOC | Security Operations Centre |
| TC | Telecommunications |
| UN | United Nations |
| UNDSS | United Nations Department for Safety and Security |
| UNHAS | United Nations Humanitarian Air Service |
| UNICEF | United Nations Children's Fund |
| VHF | Very High Frequency |
| WFP | UN World Food Programme |

**Minutes: Oyintare Kalama, World Food Programme**