

## Iraq - Conflict

### ETC Situation Report #47

Reporting period 10/11/2017 to 08/12/2017

These Situation Reports are distributed monthly. The next report will be issued on or around 12/01/18.

### Highlights

- The Emergency Telecommunications Cluster (ETC) deployed security telecommunications and Internet connectivity services in Hassan Sham and Haj Ali to support the humanitarian response in Mosul.
- The ETC trained over 50 staff from the Office for the Coordination of Humanitarian Affairs (OCHA), the UN Population Fund (UNFPA) and the UN Children's Fund (UNICEF) in Erbil on security telecommunications procedures.
- The ETC conducted a mission to Domiz camp to provide Internet connectivity to World Vision and to follow up on the Services for Communities (S4C) project in the camp.



The ETC team meeting with the manager of the Hassam Sham camp in Mosul to better understand the ICT needs of the humanitarian and affected communities.

Photo: WFP/ Erika Iglesias

### Situation Overview

The increased internal insecurity after the Kurdistan independence referendum held in September this year restricted some road access between the Kurdistan Region governorates and camps for Internally Displaced People (IDP) in Kirkuk and Ninewa.

Despite the official end of major military operations in Iraq, the security situation remains volatile in parts of the country. The Iraqi Prime Minister officially announced the end of major military operations in the country on 21 November, following the retaking of the last districts under extremist groups' control in Anbar. Close to 800 security incidents were recorded between 16 and 23 November. Incidents include, among others, explosions of improvised explosive devises, arrest/detentions, direct fire, and attacks. The lack of security in recently retaken areas, including clearance from explosives, is regularly mentioned by displaced families as an obstacle preventing their return, along with the lack of basic services and infrastructure.

## Response

- The ETC deployed security telecommunications and Internet services in Haj Ali and Hassan Sham operational areas for the use of the humanitarian community responding to the Mosul crisis. These services are covering ten camps (6x in Haj Ali – Jad’ah camp, Jad’ah airstrip, Jad’ah camps 3-6- and 3x in Hassan Sham- Khazer M1, Hassan Sham U2 and U3). The ETC team met with the Hassan Sham camp management from Barzani Charity Foundation to follow up on the Internet services previously deployed and to understand the communication needs of the affected community in the camp.
- As part of the ETC Mosul response, the tower which will host Internet and telecommunications services in As Salamiyah was erected on 30 November. These services will cover As Salamiyah operational area and Hammam al Ali camps 1 and 2. The deployment of the security telecommunications services started on 7 November. When completed, humanitarians will be able to reach the Erbil Communications Centre (COMCEN) from As Salamiyah.
- The ETC deployed Internet services at World Vision Kurdistan Region office in Domiz camp, Dohuk, to support their activities at the World Food Programme (WFP) distribution centre.
- To facilitate communications in areas where the services from local Mobile Network Operators (MNOs) are limited, the ETC installed a satellite phone docking station at the WFP COMCEN in Sulaymaniyah.
- The ETC equipment installed at Mercy Hands in Qayyarah was demobilised and moved to a more secure location at Haj Ali camp. This equipment is providing security telecommunications and Internet connectivity services to humanitarians.
- The ETC conducted three training sessions for 54 participants from OCHA, UNFPA and UNICEF in Erbil on security telecommunications standard operating procedures. After the training, participants can perform the required radio check confidently, understand the basic features of handheld radios and communicate with the COMCENs in Erbil, Dohuk and Sulaymaniyah when carrying out missions.
- The ETC project plan and activities for next year in Iraq has been uploaded on the Office for Coordination of Humanitarian Affairs’ (OCHA) project platform to coordinate implementation plans in the country.

## Services for Communities (S4C)

- The ETC is evaluating the possibilities to implement a S4C project in Arbat camp.
- The ETC followed up on the S4C project implemented in Domiz camp. Due to the high demand of Internet vouchers by the affected community, the ETC had to issue a new set of 100x vouchers valid for a month to ensure affected communities have access to critical information.
- The ETC Coordinator met with the Community Development Organization (CDO), Non-Governmental Organisation (NGO) running the community centre in Arbat camp, to discuss the possibility of implementing a S4C project.
- As part of WFP’s resilience project, the ETC is providing Internet connectivity in Arbat camp so refugees attending classes at the American University in Suleymaniyah can consolidate the skills learned and look for job opportunities.

## Planned Response

- The ETC is planning an assessment mission to Nargizliya, Ninewa governorate, before the end of December, to evaluate the possibility of deploying security telecommunications and Internet services for humanitarians.
- The ETC is collaborating with WFP SCOPE<sup>1</sup> team to incorporate e-vouchers into the SCOPE ID cards handed out to affected communities to access Internet services in refugee camps. This mechanism will replace the existing delivery of physical Internet paper voucher to refugees and will lead to a more efficient monitoring and use of the ETC Internet services. The pilot of this project will be rolled out in early 2018.
- The ETC is planning to hand over the management of the COMCEN in Erbil, Dohuk and Suylemaniyah to the UN Department of Safety and Security (UNDSS) in January 2018.

## Challenges

- The security situation remains volatile across the country. Movements of humanitarian aid workers are restricted.

## Meetings

- The next Global ETC Joint teleconference will take place on 19 December.
- The next Local ETC Working Group meeting will take place in the second week of January 2018.

## Information

- Information and Communications Technology (ICT) responders operating on the ground in Iraq are encouraged to share their contact details with [Iraq.ETC@wfp.org](mailto:Iraq.ETC@wfp.org) to facilitate local coordination. For ETC support, please call +964 782 780 6767.
- A dedicated information-sharing space has been created on the ETC website [www.etcluster.org/emergencies/iraq-conflict](http://www.etcluster.org/emergencies/iraq-conflict). Organisations involved in the ICT response are encouraged to share updates with the ETC community to support the overall humanitarian response. All documents related to the ETC operation in Iraq are available on the ETC portal.

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<sup>1</sup> SCOPE is WFP's beneficiary and transfer management platform that supports the WFP programme intervention cycle from beginning to end. SCOPE is used for beneficiary registrations, intervention setups, distribution planning, transfers and distribution reporting.



## Shared ICT Services

| DISTRICT, TOWN | LOCATION   | PROVIDED BY                   | SERVICES   | EQUIPMENT | USER                   |
|----------------|--|-------------------------------|--|-----------|------------------------|
| Dohuk          | Domiz camp   | WFP, Ericsson Response        | <ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>  | WIDER     | Humanitarian community |
|                |  | UNHCR                         | <ul style="list-style-type: none"> <li>Security telecommunications (radio)</li> </ul>  |           |                        |
|                |  | WFP, UNFPA, Ericsson Response | <ul style="list-style-type: none"> <li>Internet - UNFPA Youth Centre (Domiz)</li> </ul>  |           | Affected community     |
|                |  | WFP, UNHCR, Ericsson Response | <ul style="list-style-type: none"> <li>Internet café</li> </ul>  |           |                        |
|                | WFP sub-office (shared with UNHCR)                                 | WFP, UNAMI, UNHCR             | <ul style="list-style-type: none"> <li>Security telecommunications</li> <li>COMCEN</li> <li>Radio programming</li> <li>Radio training</li> <li>ICT helpdesk</li> </ul> |           | Humanitarian community |
| Sulaymaniyah   | Arbat camp   | WFP, UNAMI, UNHCR             | <ul style="list-style-type: none"> <li>Security telecommunications (radio)</li> <li>ICT helpdesk</li> </ul>  |           | Humanitarian community |
|                | (UNHCR office, WFP Food Distribution Centre, CDO Community Centre) | WFP, Ericsson Response, CDO   | <ul style="list-style-type: none"> <li>Internet connectivity</li> </ul>  | WIDER     |                        |
|                | WFP sub-office   | WFP, UNAMI                    | <ul style="list-style-type: none"> <li>Security telecommunications (radio)</li> <li>COMCEN</li> <li>Radio programming</li> <li>Radio training</li> </ul>               |           | Humanitarian community |



|             |  |                   |  |  |                        |
|-------------|--|-------------------|--|--|------------------------|
|             | Ashti camp (LINK)  | WFP, UNAMI, UNHCR | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> </ul>  |  | Humanitarian community |
| Erbil       | WFP Country Office   | WFP, UNAMI        | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> <li>• COMCEN</li> <li>• Radio programming</li> <li>• Radio training</li> <li>• Coordination</li> <li>• ICT helpdesk</li> </ul> |  | Humanitarian community |
| Qayyarah    | Haj Ali  | WFP               | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> <li>• Internet connectivity</li> </ul>   |  | Humanitarian community |
|             | IOM office (link)  |                   |  |  |                        |
|             | Qayyarah Jad'ah 1, 3-6                                       | WFP               | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> <li>• Internet connectivity</li> </ul>   |  |                        |
|             | Qayyarah Airstrip:<br>IOM office (link)<br>DRC office (link) | WFP               | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> <li>• Internet connectivity</li> </ul>   |  |                        |
| Mosul       | IHP overnight camp (Athbah Field Hospital)                   | WFP, MSB/IHP      | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> <li>• Generator</li> </ul>   |  | Humanitarian community |
| Hassan Sham | Hassan Sham camps I, U2, U3<br><br>Khazer camp M1            | WFP               | <ul style="list-style-type: none"> <li>• Security telecommunications (radio)</li> <li>• Internet connectivity</li> </ul>   |  | Humanitarian community |

**ETC Services Map:** [www.etcluster.org/sites/default/files/documents/IRQ\\_ETC\\_Services\\_A3L\\_20171129\\_0.pdf](http://www.etcluster.org/sites/default/files/documents/IRQ_ETC_Services_A3L_20171129_0.pdf)



## Contacts

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## Acronyms

|        |   |
|--------|---|
| CDO    | Community Development Organization                  |
| COMCEN | Communications Centre                               |
| ETC    | Emergency Telecommunications Cluster                |
| ICT    | Information and Communications Technology           |
| IDP    | Internally Displaced People                         |
| IOM    | International Organization for Migration            |
| ISP    | Internet Service Provider                           |
| IT     | Information Technology                              |
| MSB    | Swedish Civil Contingencies Agencies                |
| NGO    | Non-Governmental Organisation                       |
| OCHA   | Office for the Coordination of Humanitarian Affairs |
| S4C    | Services for Communities                            |
| UN     | United Nations                                      |
| UNAMI  | UN Assistance Mission for Iraq                      |
| UNFPA  | UN Population Fund                                  |
| UNHCR  | UN High Commissioner for Refugees                   |
| UNICEF | UN Children's Fund                                  |
| WFP    | World Food Programme                                |

All information related to ETC operations can be found on the ICT Emergency website: [www.ETCluster.org](http://www.ETCluster.org). For more information, or to be added or deleted from the mailing list, please contact: [Iraq.ETC@wfp.org](mailto:Iraq.ETC@wfp.org)