

Libya– Crisis

ETS Situation Report #1

Reporting period 01/10/18 to 20/12/18

World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is leading the Emergency Telecommunications Sector (ETS) in Libya, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS SitReps are issued monthly.

Highlights

- The Emergency Telecommunications Sector (ETS) was activated in Libya in October 2018.
- The ETS will ensure the provision of critical telecommunications services for humanitarians in Tripoli as well as new hubs being established in Benghazi and Sebha.
- The ETS requires US\$2.4 million to cover the implementation of its project plan in 2019.



View of Benghazi city

Photo: UN Support Mission in Libya (UNSMIL)

Situation Overview

More than seven years after civil unrest erupted in Libya during the Arab Spring in 2011, and some United Nations (UN) offices were forced to close, the evacuation status in Tripoli was lifted in February 2018 allowing UN agencies and NGOs to initiate re-entry into the North African country, specifically in Tripoli and Benghazi.

WFP, as global lead of the Emergency Telecommunications Cluster (ETC), conducted an ICT assessment mission and a needs assessment survey in late May 2018 which showed a clear need for reliable security telecommunications and Internet connectivity services in Benghazi, as well as enhancing existing ICT services for humanitarians in Tripoli. Following recommendations from the Humanitarian Country Team (HCT), the Emergency Telecommunications Sector (ETS) was activated to bolster the humanitarian response capacity across Libya.



With the humanitarian footprint in Libya now expanding, the Humanitarian Country Team (HCT) plans to establish a fully operational UN office in Benghazi with international staff and increase its presence in Sebha. To support the HCT plans, the ETS will provide critical Internet connectivity and collaborate with UNDSS to facilitate security telecommunications services to the response community in the hub in Benghazi as well as in Tripoli and Sebha. There is the potential to further expand ETS services to more remote areas depending on operational needs, humanitarian presence and response priorities.

ETS Response

- The ETS has participated in the Humanitarian Response Plan (HRP) 2019 and requires US\$2.4 million to cover the provision of Internet connectivity services, ICT helpdesk, facilitate emergency communications systems that are MOSS-compliant.
- The ETS has so far received US\$550,000 from CERF funds to establish services in the new hub in Benghazi.
- The ETS team are exploring options to implement Services for Communities (S4C) projects. The ETC S4C Adviser conducted a mission to Tunis in November to explore ways to implement a complaint feedback mechanism, such as a call centre. The concept note has been shared with the Office for the Coordination of Humanitarian Affairs (OCHA).

Planned Response

- Provide Internet connectivity, ICT helpdesk and support the establishment of security telecommunications services to humanitarians in three common operational areas (Benghazi, Tripoli and Sebha);
- Maintain critical coordination of the ICT emergency response;
- Establish and maintain an information-sharing platform to enhance coordination and operational decision-making and support advocacy efforts; and
- Identify Services for Communities (S4C) gaps and needs to collaborate with integrated initiatives to communicate key information to and from the affected communities by providing advice to humanitarian organisations and implementing technical solutions, such as an inter-agency feedback mechanism to enable affected communities to provide critical feedback on the assistance received.

Funding

- The ETS in Libya requires US\$2.4 million in 2019 to conduct its activities. So far, it has received US\$550,000 meaning it is 23% funded.



Meetings

- The next Global ETC Joint Teleconference will be held on Wednesday 16 January 2019.

Information

- Information on the ETS in Libya can be found on: <https://www.etcluster.org/emergencies/libya-crisis>
- The latest ETS Libya Dashboard can be found here: <https://www.etcluster.org/document/ets-libya-dashboard-november-2018>

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Acronyms

AAP	Accountability to Affected People
CwC	Communication with Communities
DC	Deputy Commissioner
EPR	Emergency Preparedness and Response
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HF	High Frequency
ICT	Information and Communications Technology
IM	Information Management
IMO	Information Management Officer
ISP	Internet Service Provider
IT	Information Technology
MNO	Mobile Network Operator
MOFA	Ministry of Foreign Affairs
NGO	Non-Government Organisation
S4C	Services for Communities
TSF	Telecom Sans Frontiere
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WVI	World Vision International



WFP

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All information related to ETC operations can be found on the ETC website: www.ETCluster.org

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