Libya– Crisis

ETS Situation Report #7

Reporting period 01/11/19 to 30/11/19

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.

Highlights

- The Emergency Telecommunications Sector (ETS) continues to provide Internet connectivity and customer support services to 18 humanitarians permanently based at the United Nations (UN) hub in Benghazi which is now operational.

- The ETS has resolved 344 ICT service requests.

- The call for a cooperating partner to provide call centre services for the Common Feedback Mechanism (CFM) mechanism launched through the UN partnership portal has now closed.

An ETS staff member runs a training session on how to use ETS emergency communications satellite equipment when on the move.

Photo: ETS Libya

Situation Overview

The conflict in Libya continues to intensify. The Libyan National Army (LNA) declared a no-fly zone over Tripoli on 23 November, stating that flying is totally prohibited without prior coordination with the General Command of the armed forces. Mitiga, Tripoli's only functioning airport, is reportedly exempt for humanitarian reasons. In response, the UN-backed Government of National Accord (GNA) warned that any action threatening civil aviation and airports "amounts to crimes punishable under national and international law.

Forces affiliated with the LNA conducted airstrikes on Misrata in western Libya, targeting armoured vehicles and a munitions depot. The airstrikes also hit a factory in Tripoli. The incident follows the UN-backed Government of National Accord (GNA) authorities seizing a Libyan Airlines aircraft at Misrata airport on 17 November which operates from Benghazi in eastern Libya.

ETS Response

Benghazi

- The 24/7 Security Operations Centre (EOC) installed by the ETS continues to operate at the UN hub in Benghazi. To date, the SOC has tracked more than 449 missions ensuring the safety and security of staff. ETS staff conducted 227 radio checks for 41 staff and responded to two distress calls.

- The ETS is working closely with the UN Support Mission in Libya (UNSMIL) and local authorities to obtain radio licences for humanitarian organisations working in the UN hub in Benghazi. These licences will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.

- The ETS is providing Internet connectivity and technical support at the UN hub in Benghazi to 18 permanent staff, an additional 87 staff who were on mission, and the team has also resolved 344 ICT service requests.

Tripoli

- The call for a partner for the CFM project has been relaunched and is expected to be completed by 1 January 2020.

  o A Strategic Advisory Group (SAG) has been formed to ensure clear direction and collective decision-making for the CFM project, with the first SAG meeting held in November.

- The ETS has submitted its inputs and narrative for the Humanitarian Response Plan (HRP) and Humanitarian Needs Overview (HNO) in Libya for 2020.

- The application for national VHF licences was submitted to the Ministry of Telecommunications in Tripoli. UN staff have no radios at all in the east (Benghazi) and staff are only able to use mobile phones.

- The UN Support Mission in Libya (UNSMIL) continues its discussions with the Ministry of Telecommunications (MoT) in Tripoli who have requested UNSMIL to use the national Tetra network. UNSMIL have requested its existing Tetra licence be renewed by the MoT.

- The Global ETC Coordinator visited the ETS Libya team in Tunis from 12–16 November on an oversight mission and to support the ETS team.

- The ETS Coordinator is working with WFP, UN Population Fund (UNFPA), UN Women and two NGOs on a potential digital literacy education project in Sebha. The project involves establishing an IT lab in the Sebha Women's union premises. The ETS will support by providing WiFi and cyber security.

- Discussions are continuing with UNDP to set up an IT lab/Internet café in Sirte. The ETS Coordinator held an initial meeting with UNDP with the aim of meeting community members to gauge feedback on proposed services.

Funding

- The ETS has submitted its inputs and narrative in to the Humanitarian Response Plan (HRP) and the Humanitarian Needs Overview (HNO) process. The ETS in Libya requires USD 1 million in 2020 to ensure it can implement its planned activities, including coordination, Information Management (IM), the CFM project and two planned Services for Communities projects. The ETS will also carry over approximately USD300,000 from 2019.

Challenges

- The process of obtaining radio licences in Libya continues to be a challenge.

Meetings

- The next Global ETC Joint Teleconference covering Libya, Syria and Yemen will be held in **January 2020**.

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-march-2019

Shared ICT Services

CITY	LEAD AGENCY	ETC SERVICES
Tripoli	WFP/UNDSS	• Coordination • Planned CFM project (inter-agency call centre)
Benghazi	WFP/UNDSS	• Internet connectivity • SOC

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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
INGO	International Non-Governmental Organisation
S4C	Services for Communities
TSF	Télécoms Sans Frontières
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
WFP	World Food Programme

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