

LIBYA

OPERATION OVERVIEW



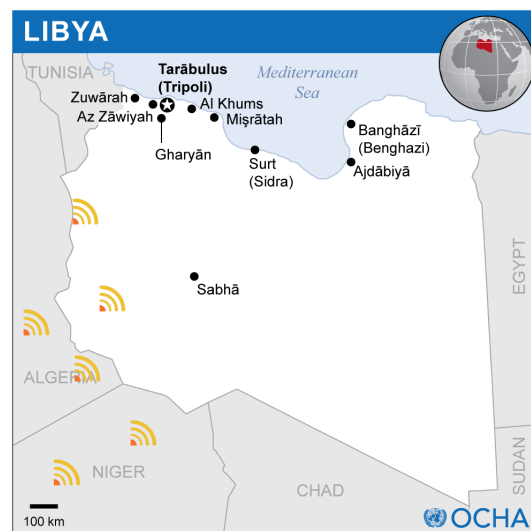
TYPE OF EMERGENCY:

Crisis

ETS ACTIVE SINCE:

October 2018

SITUATION OVERVIEW:



Map Sources: ESRI, UNCS.
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. Map created in Sep 2013.


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 and agencies initiated re-entry into the North African country. The humanitarian footprint in Libya is expanding, with an international NGO (INGO) presence in many locations throughout the country, and most agencies in the process of establishing presence in Tripoli and elsewhere. However, humanitarian access remains challenging in the East and South of Libya. Provision of lifesaving telecommunications services to the response community in operational areas will enhance the overall response and ensure assistance is efficiently provided to those people most in need.

KEY DATA


 **OPERATIONAL AREAS PLANNED**
3

 **SERVICES PLANNED**


- Internet Connectivity
- Security Telecommunications
- Customer Support
- Coordination
- Information Management
- Services for Communities (S4C)

 **CHALLENGES**

- Access to operational areas.
- Frequency license for the use of telecommunications equipment.

 **FUNDING STATUS**

- The ETC is appealing for **US\$2.4 million** to carry out its project until the end of 2019.

 **PLANNED ACTIVITIES**

- Deploy ICT services in 1x UN hub in Benghazi
- Enhance security telecommunications in Tripoli
- Explore S4C opportunities, such as a Common Feedback Mechanism (CFM)
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 **CAPACITY BUILDING**

- n/a

RESPONSE

- The ETS has participated in the Humanitarian Response Plan (HRP) and Humanitarian Needs Overview (HNO) processes for 2019.
- An ETS information-sharing platform has been established that will support coordination and enhance advocacy efforts <https://www.etcluster.org/emergencies/libya-crisis>
- The ETS 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 ACTIVITIES

- Provide Internet connectivity, ICT helpdesk and support the establishment of security telecommunication services to humanitarian in three common operational areas (Benghazi, Tripoli and Sebha);
- 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.

CHALLENGES:

- Access to operational areas and lengthy visa process

UNDER THE LEADERSHIP OF



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