

Nigeria – Crisis

ETS Situation Report #22

Reporting period 1/08/18 to 31/08/18

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening the Emergency Telecommunications Sector (ETS) in Nigeria, 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) concluded the assessment mission to gather the technical requirements of the hybrid power solution for the ETS infrastructure and services deployed in North-East Nigeria.
- The ETS received a contribution of US\$855,000 from the Office of U.S. Foreign Disaster Assistance (OFDA) to carry out the ETS project until the end of the year.
- The ETS user satisfaction survey was closed on 26 August after gathering feedback from over 200 humanitarians. Results are being analysed.



Humanitarians using ETS Internet services in the hub in Dikwa, where the ETS is supporting 150 humanitarians on a weekly basis.

Photo: IOM

Situation Overview

The states of Adamawa, Borno and Yobe have faced a nine-year-long conflict resulting in the massive displacement of people, significant human, social and economic losses, and high levels of food insecurity, particularly in Borno state.

Newly arrived Internally Displaced People (IDPs) in Bama – Borno state- require urgent humanitarian assistance, according to a press release from Medecins Sans Frontiers (MSF) issued on 17 August. The ongoing rainy season, which typically results in an increased number of diarrhea and malaria cases, may have contributed to elevated health and other emergency needs among IDPs in the area.

On 29 August, the UN Office for the Coordination of Humanitarian Affairs (OCHA) released a Revised Requirement and Response Priorities report for the Lake Chad Basin. OCHA pointed out that international



donors had provided an estimated US\$606 million toward the 2018 appeal, representing approximately 40 percent of the requested funding, as of late August.

ETS Response

- The mission to map the challenges and develop the technical specifications of the hybrid power supply solution finished on 24 August. The findings are being consolidated. The hybrid power supply solution aims at supporting ETS infrastructure and services deployed in the humanitarian hubs in North-East Nigeria- Internet and security telecommunications- to ensure they are available 24/7.
 - The ETS engaged with humanitarian partners on the ground exploring alternative power solutions, such as solar energy, to support them through this assessment mission and avoid duplication of efforts.
- To ensure continuity of ETS operations in the long term, the ETS continues the recruitment of local staff. Vacancy announcements were recently launched for 2x ETS telecommunications assistants and 1x communications assistant.
 - A local ETS Senior Information Technology (IT) Operations Associate joined the team on 27 August.
- The ETS continued to carry out maintenance missions to ensure its vital communications services are fully operational. In August, the ETS completed missions in Gwoza, Bama and Monguno hubs.

Planned Response

- From the end of October until mid-November, the ETS will carry out a Services for Communities (S4C) mission to map the communication gaps of the affected population and to see how to better fill those gaps.
- In the last quarter of 2018, the ETS plans to deliver technical radio training courses to partners supporting the humanitarian response on the ground as well as an Information and Communications Technology (ICT) for Governments and Partners training aiming at strengthening their response and collaboration mechanisms. The ETS will engage with partners on the ground to tailor the content of the training activities to the content and needs of humanitarian organisations.
- In line with the humanitarian hubs project plan, the International Organization for Migration (IOM) will resume the construction of the hub in Rann as soon as the rainy season ends. As soon as the hub is completed, the ETS will deploy vital communications services- Internet and security telecommunications.

Challenges

- The delay in the recruitment of radio operators by the UN Department of Safety and Security (UNDSS) / UN Development Programme (UNDP) remains a challenge as the Communications Centres (COMCENs) deployed by the ETS in the field hubs in Bama, Banki, Damasak, Dikwa, Gwoza and Monguno are not yet operational. Out of the required 26 radio operators for the COMCENs in Borno and Yobe states only seven are onboard. The World Food Programme (WFP) is supporting this recruitment process and is ready to issue



six-month contracts to 16 radio operators while the longer-term recruitment process initiated by UNDSS/UNDP is underway.

Funding

- The ETS has received US\$855,000 from OFDA to carry out its project until the end of the year. The ETS in Nigeria is currently 44 percent funded.

Meetings

- The next Joint Global ETC teleconference covering Nigeria, Democratic Republic of Congo and Central African Republic operations will be held on 3 October.

Information

- ETS Nigeria information can be found on: www.etcluster.org/emergencies/nigeria-crisis
- The latest ETS Dashboard displaying where ETS services are available and planned can be found here: www.etcluster.org/sites/default/files/documents/NGA_ETC_Dashboard_A3L_20180727_0.pdf

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Acronyms

COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
IDP	Internally Displaced Person
IOM	International Organisation for Migration
ICT	Information and Communications Technology
IT	Information Technology
MSF	Medecins Sans Frontiers
OCHA	Office for the Coordination of Humanitarian Affairs
OFDA	Office of U.S. Foreign Disaster Assistance



S4C	Services for Communities
UN	United Nations
UNDP	UN Development Programme
UNDSS	UN Department of Safety and Security
UNHAS	UN Humanitarian Air Service

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: Nigeria.ETS@wfp.org