

## Nigeria – Crisis

### ETS Situation Report #24

Reporting period 1/10/18 to 31/10/18

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) trained 12x radio operators to efficiently man the Communications Centres (COMCENs) deployed at the humanitarian hubs in Borno state and in Maiduguri and Damaturu capital cities, in Borno and Yobe states respectively.
- The World Food Programme (WFP) Chief Information Officer (CIO) and Chair of the ETC, Enrica Porcari, visited Maiduguri and Gwoza to see first-hand how ETS communications services are supporting humanitarian operations.
- As part of the Humanitarian Response Plan (HRP) exercise led by the Office for the Coordination of Humanitarian Affairs (OCHA), the ETS submitted its planned activities for next year.



Radio operators trained by the ETS in Maiduguri before being deployed to the COMCENs installed by the ETS across North-East Nigeria.

*Photo: WFP/ Erika Iglesias*

### Situation Overview

Nine years after the start of the conflict in North-East Nigeria, the ongoing crisis shows no signs of abating. The volatile security situation in North-East Nigeria is having an impact on the humanitarian response across the most-affected affected states by the conflict- Borno, Yobe and Adamawa. On 15 October, the second International Committee of the Red Cross (ICRC) air worker abducted in Rann, Borno state, in March this year was killed.

In line with the evolving needs on the ground and with the Humanitarian Needs Overview (HNO) and HRP exercises for 2019, 7.1 million people across Borno, Adamawa and Yobe states are in need of humanitarian assistance of which 6.2 million are being targeted by aid organisations.



## ETS Response

- With the support of WFP, co-lead of the ETS in North-East Nigeria, 16x radio operators were recruited to man the COMCENs deployed by the ETS across Borno state. During the reporting period, 12x of the radio operators completed all the on-board briefings and activities and participated in a Safe and Secure Approaches in Field Environments (SSAFE) training organised by the UN Department of Safety and Security (UNDSS). In addition, they underwent a 7-day ETS technical training course in Maiduguri to familiarize themselves with the radio technology to be used and their main tasks and responsibilities as radio operators. The remaining four operators will report to WFP shortly. Two radio operators from Action Contre La Faim (ACF) joined the ETS radio operators training. Until now, the International Organization for Migration (IOM) camp managers where the COMCENs are located were carrying out basic radio operators functions. The new radio operators will maximise the safety and security of the humanitarians on the ground by monitoring constantly the communications network and track humanitarians' movements.
- The ETS team hosted a high-level visit from the Chair of the ETC, Enrica Porcari, and the WFP Regional IT Officer Moussa Sana from 12 to 14 October. The delegation visited the humanitarian camp in Gwoza, Borno state, the first field humanitarian hub where ETS services – Internet and security telecommunications- were deployed in April last year. During this mission, they had the opportunity to engage directly with ETS services' users and check first-hand how critical ETS Internet and security telecommunications are in North-East Nigeria.
- In line with ETS capacity building efforts in North-East Nigeria, the ETS conducted a survey to identify the training needs of humanitarians on the ground to tailor the specialised training courses that the ETS plans to deliver in 2019.
- The ETS submitted its planned activities for next year as part of the 2019 Humanitarian Response Plan (HRP) exercise after consultations with sector leads, Operational Humanitarian Country Team (OHCT) members and humanitarian partners through local ETS Working Group meetings in Maiduguri. In 2019, the ETS will:
  - Maintain the existing communications services deployed in Borno and Yobe state and will deploy services in up to three new operational areas;
  - Continue to provide Coordination and Information Management activities to ensure a coherent response and avoid duplication of efforts;
  - Deploy a hybrid power supply solution for a continuous provision of ETS services at the humanitarian hubs;
  - Deliver capacity-building activities to humanitarian actors and government counterparts; and
  - Map the communications needs of the affected population and evaluate how the ETS can best address them.
- To ensure continuity of ETS services in the long-term, the ETS continue recruiting and transferring knowledge to local staff. During the reporting period, an IT operations assistant has joined the ETS team.
- The ETS continues to carry out frequent missions on the ground to ensure fully operability and relevance of its communications services deployed at the humanitarian hubs. In October, the ETS carried out maintenance missions in Gwoza and Monguno and a Coordination and Information Management mission



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in Ngala. To complement this, the ETS continues to deliver training to end-users on security telecommunications procedures. In October, the ETS trained over 70 humanitarians from 10 organisations.

## **Planned Response**

- As part of the second phase of the Digital Mobile Radio (DMR) project, the ETS will deploy additional resources in November to build on the existing DMR network in Maiduguri. These resources will enable the provision of additional digital radio features, such as private calls, geo-fencing and an increase in voice clarity, among others.
- Telecommunications Security Standards (TESS) is an inter-agency project driven by the Inter-agency Security Management Network (IASMN, chaired by UNDSS) and the Emergency Telecommunications Cluster (ETC), mandated by UNDSS, to review the United Nations (UN) and Non-Governmental Organisations (NGOs) security telecommunications systems (connectivity, applications and procedures) globally, define longer-term standards and to give hands-on support to in-country Security Management Systems (UNSMS) on their current security communications projects/needs. TESS project manager will conduct an assessment mission on the existing security telecommunications system in Nigeria in November and provide recommendations.
- In November, the ETS will conduct regular maintenance and service upgrade missions in the humanitarian hubs in Bama, Banki, Dikwa and Ngala.

## **Funding**

- The ETS operation 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 7 November.

## **Information**

- ETS Nigeria information can be found on: [www.etcluster.org/emergencies/nigeria-crisis](http://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/document/ets-nigeria-dashboard-november-2018](http://www.etcluster.org/document/ets-nigeria-dashboard-november-2018)



## Key ETS Contacts

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## Acronyms

ACF	Action Contre La Faim
CIO	Chief Information Officer
COMCEN	Communications Centre
DMR	Digital Mobile Radio
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
IASMN	Inter-agency Security Management Network
ICRC	International Committee of the Red Cross
IOM	International Organisation for Migration
IT	Information Technology
NGO	Non-Governmental Organisation
OCHA	Office for the Coordination of Humanitarian Affairs
OHCT	Operational Humanitarian Country Team
SSAFE	Safe and Secure Approaches in Field Environments
TESS	Telecommunications Security Standards
UN	United Nations
UNDSS	UN Department of Safety and Security
UNSMS	UN Security Management System

All information related to ETC operations can be found on the ETC website: [www.ETCluster.org](http://www.ETCluster.org)

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