

Nigeria – Crisis

ETS Situation Report #11

Reporting period 1/09/17 to 30/09/17

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 ETS conducted an Analogue/Digital radio training for 11 participants from eight organisations from 11 to 15 September in Maiduguri.
- The ETS supported the Office for the Coordination of Humanitarian Affairs (OCHA) with the relocation of their satellite kit in Maiduguri.
- Two local staff (1x admin assistant and 1x Information Technology [IT] assistant) joined the ETS to support the operation in the long term.
- The ETS assisted the UN department of Safety and Security (UNDSS) in delivering a radio refresher training to radio operators in Abuja and Lagos.



Khawar Ilyas, ETS security telecommunications specialist, delivering the Analogue/Digital radio training in Maiduguri.

Photo: WFP/ Angelique Favor

Situation Overview

Unpredictable population movements continue to pose a major challenge in the humanitarian agencies' ability to respond in a timely and targeted manner to the humanitarian crisis in North-East Nigeria. The number of Internally Displaced Persons (IDPs) currently stands at 1.7 million in Borno, Adamawa and Yobe states, in addition to over 200,000 Nigerian refugees in neighbouring countries. The main drivers of these movements and others are: IDPs returning to their place of origin, refugees returning to Nigeria, and the ongoing conflict.

In addition to the deteriorating humanitarian context, a cholera outbreak was reported on the outskirts of Borno's capital, Maiduguri, and later on in Dikwa and Monguno as well.



ETS Response

- The ETS supported the delivery of a refresher training in Lagos for 12x UNDSS radio operators based at the Communications Centres (COMCENs) in Lagos (29 August - 2 September) and Abuja (6-9 September) to reinforce standard radio communications procedures.
- The ETS conducted an Analogue/Digital radio training for 11 participants from eight organisations from 11 to 15 September in Maiduguri. This course aimed at building the capacity and capability of local Information and Communications Technology (ICT) responders in the field of radio communications with a special focus on the deployment and usage of digital radio technology to ensure humanitarian operations are carried out in a safely manner.
- A mission was carried out in Damboa on 14 September to assess existing ICT services and identify local partners. In addition, the ETS visited Médecins du Monde where the ETS team delivered a radio training to 11 staff and programmed seven radios.
- The ETS team conducted a mission at the humanitarian hub on 18 September in Ngala to carry out maintenance works on the equipment deployed and check the concrete slab where the prefab will be installed to host the ETS equipment.
- Telecommunications and Internet equipment was prepositioned in Dikwa, where the next humanitarian hub which is currently being established. The ETS team carried out a mission on 20 September in Dikwa to assess the storage conditions of the ETS equipment and the site where it will be installed.
- The ETS supported OCHA with the relocation of their satellite kit to the International Humanitarian Partnership (IHP) base camp.
- The ETS carried out a mission in Gwoza on 29 September where 24 staff from the International Rescue Committee (IRC) were trained on security telecommunications procedures and nine radios were reprogrammed. In addition, maintenance works were conducted on the ETS equipment deployed at the humanitarian hub in Gwoza.
- The ETS organised a site survey to generate a radio network coverage map in Maiduguri and monitor the performance of the radio repeaters on 28 September.
- Two local staff (1x admin assistant, 1x IT assistant) joined the ETS team. The recruitment of the telecommunications operations assistant is ongoing.

Planned Response

- The ETS will draft Standard Operating Procedures (SOP) on radio check for North-East Nigeria. These SOPs will be shared with the Area Security Management Team (ASMT) for approval and implementation.
- To raise awareness and stress the use of radio equipment among the humanitarian community, the ETS will reach out to individual organisations to highlight the need of this equipment and will organise more training activities.
- The ETS will deploy Internet and security telecommunications services at the humanitarian hub in Dikwa in mid-October.



-
- Considering the progress on the construction works of the humanitarian hubs or the readiness of humanitarian organizations to host ETS services before the hubs are finalised, the ETS will deploy Internet and security telecommunications services in four sites across Borno state: Monguno, Banki, Damasak and Damboa before the end of the year.
 - The ETS will conduct a training for the radio operators currently being recruited to man the COMCENs in Maiduguri, Damaturu and four humanitarian hubs.
 - The existing Digital Mobile Radio (DMR) network in Maiduguri and Damaturu will be upgraded to offer tracking over the VHF radio network to the humanitarian community.

Challenges

- The ETS continues working on obtaining the required new radio frequencies for the North-East Nigeria with the relevant authorities.
- The ETS is facing challenges in recruiting all the required qualified staff to operate the COMCEN in North-East Nigeria.

Funding

- The ETS is currently revising its funding requirements according to the evolving needs.

Meetings

- The Global ETS Nigeria teleconference is part of the Joint Global ETC teleconference held monthly. The next teleconference is scheduled for 11 October.

Information

- ETS Nigeria information can be found on: <https://www.etcluster.org/emergencies/nigeria-crisis>
- The latest ETS Services map can be found here: www.etcluster.org/sites/default/files/documents/NGA_ETC_Services_A3L_20170918_1.pdf



Key ETS Contacts

Nigeria.ETS@wfp.org

LOCATION	NAME	TITLE	EMAIL
Nigeria	Ekue Ayih	ETS Coordinator	ekue.ayih@wfp.org
Nigeria	Cyprien Hiniolwa	Head of WFP IT & SCOPE Operations	cyprien.hiniolwa@wfp.org
Nigeria	Leopold Happy	WFP Business Transformation Officer	leopold.happy@wfp.org
Nigeria	Erika Iglesias	ETS Information Management Officer	erika.iglesias@wfp.org

Acronyms

ASMT	Area Security Management Team
COMCEN	Communications Centre
DMR	Digital Mobile Radio
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
IDP	Internally Displaced Person
IHP	International Humanitarian Partnership
IT	Information Technology
ICT	Information and Communications Technology
IRC	International Rescue Committee
OCHA	Office for the Coordination of Humanitarian Affairs
SOP	Standard Operating Procedures
UN	United Nations
UNDSS	UN Department of Safety and Security
VHF	Very High Frequency
WFP	UN 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: Nigeria.ETS@wfp.org