

Nigeria – Crisis

ETS Situation Report #12

Reporting period 1/10/17 to 31/10/17

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

- ETS Internet connectivity services were deployed at the humanitarian hub in Dikwa on 29 October.
- The ETS extended the wireless connectivity network to the Office for the Coordination of Humanitarian Affairs (OCHA) Humanitarian Coordination Centre in Maiduguri.
- The ETS launched a user satisfaction survey on the Iridium Push-To-Talk services the ETS is offering to the humanitarian community in North-East Nigeria.



ETS Internet connectivity services were deployed at the humanitarian hub in Dikwa.

Photo: WFP/ Khawar Ilyas

Situation Overview

The humanitarian crisis in North-East Nigeria remains severe due to ongoing conflict and violence against civilians, as well as continued internal displacement and the unpredictable return of refugees from neighbouring countries. Armed actors continue to target civilian populations across the Lake Chad Basin region. Three attacks in late October near Borno's capital city of Maiduguri resulted in at least 13 civilian deaths and nearly 20 injuries.

Various disease outbreaks continue to affect displaced people and host communities with food insecurity and malnutrition levels remain life-threatening in many areas. According to Borno State Ministry of Health officials, there were no cholera-related deaths reported since 11 October. In addition, officials reported a decrease in the number of new cholera cases in recent weeks, with no new suspected cases recorded in Borno's acutely affected Dikwa Local Government Area (LGA) from 12-24 October.



ETS Response

- The ETS conducted a deployment mission in Dikwa from 26 October to 2 November. On 29 October, Internet connectivity services were deployed in Dikwa, the fifth humanitarian hub established in North-East Nigeria. Security telecommunications services in Dikwa will be deployed by 2 November.
- To continue offering high-quality services, the ETS launched an user satisfaction survey on the Iridium Push-To-Talk services the ETS is offering to the humanitarian community in North-East Nigeria to evaluate its performance. The survey link will be available until 10 November: www.surveymonkey.com/r/ETSIridiumPTT
- The ETS upgraded the Internet connectivity services at the OCHA office in the International Humanitarian Partnership (IHP) base camp and extended the wireless connectivity network coverage to OCHA Humanitarian Coordination Centre.
- The ETS is working closely with OCHA on the Humanitarian Need Overview (HNO) and the Humanitarian Response Plan (HRP) exercise to identify the needs of the humanitarian community and formulate the ETS response plan for 2018 accordingly.
- The ETS conducted a mission in Ngala to transfer the ETS equipment deployed at the humanitarian hub to a prefab at the camp to protect it against adverse weather conditions.
- The ETS engaged with the Mobile Network Operators (MNOs) to gather their recovery plans for services in North-East Nigeria and elaborate a coverage map of existing services.
- The ETS conducted an assessment mission in Banki at the planned humanitarian hub and explored the possibility to deploy Internet connectivity and security telecommunications services for humanitarians while waiting for the permanent establishment of the hub.
- A mission was carried in Gwoza to conduct maintenance works on the Information Technology (IT) infrastructure and HF radio network. The ETS team also evaluated mechanisms to provide efficient remote support to Internet users.
- The ETS met with OXFAM to evaluate the possibility of hosting ETS equipment and services in Damboa to address the Information and Communication Technology (ICT) needs of the response community while the humanitarian hub is not yet established.
- The ETS continued to deliver training on security telecommunications procedures to the humanitarians and radio programming activities. In October, 21 handheld radios from three organisations were programmed and 42 humanitarians from 10 organisations were trained.

Planned Response

- The ETS will support the preparation of 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.
- 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 in early 2018.

- The ETS will conduct a training for the radio operators currently being recruited to operate the Communications Centres (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.

Funding

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

Meetings

- The Global ETS Nigeria teleconference is part of the Joint Global ETC teleconference held monthly. The next Joint Global ETC teleconference is scheduled for 29 November.

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



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Acronyms

ASMT	Area Security Management Team
COMCEN	Communications Centre
DMR	Digital Mobile Radio
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
IDP	Internally Displaced Person
IHP	International Humanitarian Partnership
IT	Information Technology
ICT	Information and Communications Technology
LGA	Local Government Area
MNO	Mobile Network Operator
OCHA	Office for the Coordination of Humanitarian Affairs
SOP	Standard Operating Procedures
UN	United Nations
UNDSS	UN Department of Safety and Security
UNICEF	UN Children's Fund
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