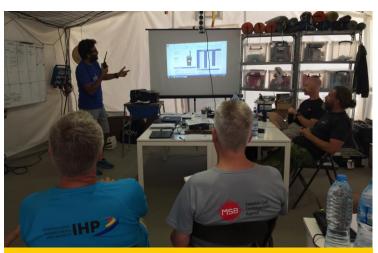## Nigeria – Crisis

ETS Situation Report #13

Reporting period 1/11/17 to 30/11/17

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 Emergency Telecommunications Sector (ETS) security telecommunications services were operational at the humanitarian hub in Dikwa, Borno state, as of 2 November.

- The ETS carried out a deployment and training mission in Damaturu, Yobe state, between 15 to 18 November.

- The ETS participated in a mission to Rann, Borno state, to assess the existing Information and Communications Technology (ICT) infrastructure and services.

The ETS delivering radio training to staff from the Swedish Civil Contingencies Agency (MSB) in Maiduguri.

Photo: WFP/ Erika Iglesias

Situation Overview

The 2018 Nigeria Humanitarian Response Plan (HRP) workshop wasfeld in Abuja on 9 November. The humanitarian community identified 7.7 million people in need of humanitarian assistance across six states in the North-East.

The humanitarian crisis in North-East Nigeria remains severe due to ongoing conflict, continued internal displacement and the unpredictable return of refugees from neighbouring countries.

With the start of the dry season, humanitarian organisations have regained access to locations that had been inaccessible due to flooding for several months, in particular Ngala and Rann. The dry season has also allowed the work on the humanitarian hubs project to accelerate and, to date, five out of the nine planned hubs are complete and the remaining four are expected to be fully operational by early 2018. As these hubs offer secure accommodation, office space and Internet connectivity and security telecommunications services for

humanitarians, they are instrumental in supporting effective last-mile aid delivery and enhancing local coordination of humanitarian activities.

ETS Response

- The ETS finalised the deployment of security telecommunications services in Dikwa, the fifth humanitarian hub in Borno state, on 2 November. These services, along with Internet connectivity, are available for the entire humanitarian community.

- As part of the HRP exercise for 2018, the ETS participated at the HRP workshop on 9 November and submitted its planned activities for next year on the Office for the Coordination of Humanitarian Affairs (OCHA) project platform to coordinate implementation plans in North-East Nigeria.

- The ETS conducted a mission to Damaturu from 15 to 18 November to deploy an Iridium Push-To-Talk (PTT) docking station at the WFP Communications Centre (COMCEN). In addition, 16x WFP staff were trained on the Iridium PTT solution and a refresher course was also provided on VHF radio procedures to ensure security telecommunications services are efficiently used.
  - o During this mission, the ETS configured 2x HF radios for WFP vehicles.
  - o In Damaturu, the ETS engaged with Action Against Hunger (ACF- Action Contre la Faim), UN High Commissioner for Refugees (UNHCR), UN Children's Fund (UNICEF) and the World Health Organization (WHO) to brief them on the ETS services and assess their ICT needs to effectively carry out their activities. ACF requested the ETS to provide end-user radio training which will be shortly organised.

- Maintenance missions were carried out by the ETS in Ngala from 23 to 25 November and in Gwoza on 30 November to ensure full operability of ETS Internet and security telecommunications services for the response community at the humanitarian hubs.

- The ETS participated in a joint mission with the International Organization for Migration (IOM), the Swedish Civil Contingencies Agency (MSB) representing the International Humanitarian Partnership (IHP) and the UN Department of Safety and Security (UNDSS) to Rann on 29 November. During this mission, the ETS assessed the existing ICT infrastructure and services in view of the possible establishment of a humanitarian hub in that location.

- On 29 November, the ETS conducted an assessment mission in Banki to identify the most suitable location where to deploy the satellite terminal to provide Internet services at the humanitarian hub which will be established in early 2018.

- The phase I of the Digital Mobile Radio (DMR) project has been rolled out in Maiduguri. During this phase, humanitarians are able to reach the Maiduguri COMCEN without changing channels when moving across Maiduguri, as two repeater sites have been linked up. The ETS reconfigured UNDSS handheld and vehicles radios and UNDSS is currently using the DMR network to conduct the daily radio check with the COMCEN in Maiduguri. The United Nations (UN) and Non-Governmental Organisation (NGO) community will be approached by the ETS to participate in a training and get their radio devices reconfigured.

- The ETS continues delivering radio programming and radio training activities for the entire humanitarian community. In November, in addition to the WFP staff trained in Damaturu, the ETS trained 10x staff from MSB and reprogrammed 58 handheld radios from IOM, UNICEF and WHO.

- The ETS is supporting UNDSS in the preparation of Standard Operating Procedures (SOP) on radio check for North-East Nigeria.

Planned Response

- 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 Rann in early 2018.

- The ETS will conduct a training for the radio operators currently being recruited to operate the COMCENs in Maiduguri, Damaturu and four humanitarian hubs.

- The existing 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 has revised its funding requirements to reflect the activities to be implemented up to June 2018.

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 19 December.

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_20171030_0.pdf

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Acronyms

ACF	Action contre La Faim
ASMT	Area Security Management Team
COMCEN	Communications Centre
DMR	Digital Mobile Radio
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HF	High Frequency
HRP	Humanitarian Response Plan
IHP	International Humanitarian Partnership
IT	Information Technology
ICT	Information and Communications Technology
IOM	International Organization for Migration
MSB	Swedish Civil Contingencies Agency
OCHA	Office for the Coordination of Humanitarian Affairs
PTT	Push To Talk
SOP	Standard Operating Procedures
UN	United Nations
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
VHF	Very High Frequency
WHO	World Health Organization
WFP	UN World Food Programme

All information related to ETC operations can be found on the ETC website: www.ETCluster.org

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