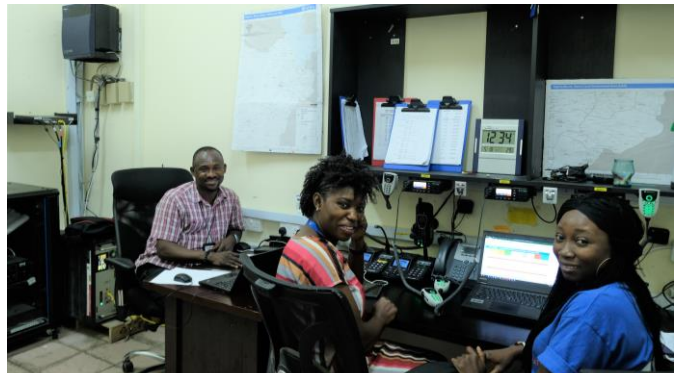# Nigeria – Crisis

ETS Situation Report #31

Reporting period 1/05/19 to 31/05/19

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 Global Emergency Telecommunications Cluster (ETC) Coordinator visited the ETS operation in Nigeria to engage with stakeholders and identify areas of collaboration.

- To accommodate increasing connectivity needs as part of the expansion of the humanitarian hub in Banki, the ETS shipped an additional satellite terminal.

- The ETS Coordinator participated in a WFP-organised donors meeting in Abuja on 23 May to showcase the ETS project progress and discuss planned activities.

Radio operators manning the Security Operations Centre (SOC) in Maiduguri.
Photo: WFP/Erika Iglesias

Situation Overview

As reported by the UN High Commissioner for Refugees (UNHCR) at the end of May, a recent spike in violence in north-western parts of Nigeria has forced an estimated 20,000 people to seek safety and security in Niger since April. Nigerians are fleeing due to multiple reasons, including clashes between farmers and herders of different ethnic groups, vigilantism, as well as kidnappings. Many of the newly arrived are located very close to the Nigerian border, where there remains a high risk of armed incursions.

According to the Office for the Coordination of Humanitarian Affairs (OCHA), on 21 May 2019 the Nigerian military commenced a unilateral relocation of civilian populations from Sabon Gari, a border community in Damboa Local Government Area (LGA) of Borno State to the Government Science Secondary School and Unity camps for Internally Displaced Persons (IDPs) in Damboa Town, located some 85 kilometers south-west of Maiduguri, the state capital, citing safety and security reasons. Sabon Gari community is a border town linking Damboa LGA with Biu LGA and has witnessed an escalation of attacks and clashes between Non-State Armed Groups (NSAGs) and government forces in recent weeks.

ETS Response

- Since the beginning of the year, the ETS has provided Internet connectivity services to over 2,300 humanitarians from 76 organisations at the hubs deployed across North-East Nigeria.

- The Global ETC Coordinator, Jalal Shah, visited the ETS Nigeria operation in the last week of May. He met with stakeholders in Abuja before travelling to Maiduguri on Tuesday 28 May. In Maiduguri, he engaged with the ETS team and with key partners involved in the response to discuss the way forward of the ETS project in North-East Nigeria. He also visited the humanitarian hub in Dikwa on Wednesday 29 May to check first-hand the ETS infrastructure setup and services available to the humanitarian community.

- The ETS started engaging with the main mobile network operators (MNOs) in North-East Nigeria to update the coverage maps and reflect current communications services from local providers in Borno, Yobe and Adamawa states. Additionally, the ETS engaged with MNOs to gather proposals for a bulk SMS system to support UN Department of Safety and Security (UNDSS) activities.

- The ETS conducted a 3-day mission in Dikwa to improve HF communications at the hub. In addition, an Iridium Push-To-Talk docking station was installed at the bunker and the ETS programmed all International Organization for Migration (IOM) communications equipment in the bunker to ensure their full operability. Moreover, maintenance works were conducted on the ETS services in Bama.

- The ETS supported UNDSS in Maiduguri during the interview process of 30x candidates for Radio Operators positions to man the Security Operations Centres (SOCs) across North-East Nigeria.

- The ETS delivered a training on security communications procedures to 20x OCHA staff members and 1x UN Development Programme (UNDP) driver in Maiduguri. During the reporting period, the ETS also trained 33 humanitarians from nine organisations on security communications procedures during a Safe and Secure Approaches to Field Environments (SSAFE) organised in Maiduguri.

- The ETS assisted Première Urgence Internationale (PUI) and the UN Children's Fund (UNICEF) in reprogramming their mobile and base radio devices.

- The ETS increased the capacity of the power bank at one of the ETS VHF repeater sites in Maiduguri to ensure an optimal performance of the radio repeater. In addition, a rack was installed at this site where equipment for the roll out of the second phase of the Digital Mobile Radio (DMR) project was mounted.

- In view of the expansion of the humanitarian hub in Banki to accommodate 100 humanitarians, the ETS shipped an additional satellite terminal to Banki to cope with the new potential demand. A meeting was held with IOM and stakeholders involved in the expansion of the humanitarian hub in Banki to plan for the provision of communications services accordingly.

- The ETS provided IOM with power solutions for Damasak and Monguno to facilitate the provision of constant Internet connectivity services.

- In line with the localization of efforts, the ETS launched a vacancy announcement for an Information Managament associate at the beginning of May.

Planned Response

- During the first week of June, the ETS will carry out maintenance missions in Gwoza and Monguno to ensure fully operability of communications services.

- The ETS will conduct an assessment mission in Yola in mid-June in view of the deployment of security telecommunications infrastructure and services for the humanitarian community.

- The ETS is transitioning the user management solution from ETC partner Ericsson Response into a more permanent solution. All field hubs have the new solution in place while Maiduguri remains the last hub to be phased out. The ETS team will deploy the new solution in Maiduguri in the first week of June.

- The ETS will continue working on the activation and testing of the connectivity equipment part of the Crisis Connectivity Charter before deploying it to field hubs.

- An ETS deployment mission will be conducted at the beginning of June in Banki to install a second satellite terminal to accommodate the increasing connectivity needs as part of the expansion of the capacity of the hub. In the third week, once expected equipment is delivered, another mission will be conducted to expand the Wi-Fi network.

- The ETS will continue the discussions with IOM on the handover of the connectivity services deployed at the humanitarian hubs planned for 1 January 2020.

Funding

- The ETS operation in Nigeria in 2019 is currently 79% funded out of the required US$3.4M.

Meetings

- The next Joint Global ETC teleconference covering Bangladesh, Central African Republic, Nigeria and Venezuela operations will be held on 26 June 2019.

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/document/ets-nigeria-dashboard-26-april-2019

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Acronyms

DMR   Digital Mobile Radio
ETC   Emergency Telecommunications Cluster
ETS   Emergency Telecommunications Sector
HF   High Frequency
IDP   Internally Displaced Person
IT   Information Technology
IOM   International Organization for Migration
LGA   Local Government Area
MNO   Mobile Network Operators
OCHA   Office for the Coordination of Humanitarian Affairs
PUI   Première Urgence Internationale
SOC   Security Operations Centre
SSAFE   Safe and Secure Approaches to Field Environments
UN   United Nations
UNDP   UN Development Programme
UNDSS   UN Department of Safety and Security
UNHCR   UN High Commissioner for Refugees
UNICEF   UN Children's Fund
VHF   Very High Frequency
WFP   World Food Programme
WHO   World Health Organization

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