

## **Nigeria – Crisis**

### **ETS Situation Report #38**

**Reporting period 1/12/19 to 31/12/19**

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 Nigeria SitReps are issued monthly.

### **Highlights**

- The ETS provided Internet connectivity services to more than 4,709 humanitarian workers from 115 organisations in 8x common operational areas throughout 2019.
- The ETS team conducted missions to Dikwa, Gwoza, and Yola to carry out maintenance activities, assessment, inventory control and refresher training for Security Operations Centre (SOC) operators.
- The ETS supported a Safe and Secure Approaches in Field Environments (SSAFE) training by delivering the security telecommunications module to 36 humanitarian responders.



The ETS conducts training for newly recruited SOC operators in Maiduguri. *Photo: ETS Nigeria*  
*Photo: ETS Nigeria*

### **Situation Overview**

Violent attacks have targeted civilians, humanitarian workers and civilian infrastructure in the country throughout December. More than 160,000 Nigerians fled their homes in 2019 as violent attacks continue to hamper the ability of the people to access essential services. Since the beginning of the year, nine humanitarians have lost their lives while trying to provide assistance in Borno State. Currently, more than 7 million people are in need of assistance in Borno, Yobe and Adamawa states.



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## ETS Response

- In 2019, the ETS provided Internet connectivity services to more than 4,709 humanitarians from 115 organisations in 8x common operational areas in North-East Nigeria, while the SOC in Maiduguri received more than 300 individual calls from users daily.
- The ETS User Feedback Survey report was finalised. The overall user satisfaction rate is 97% across the core ETS services – Internet connectivity and security telecommunications-related services – in North-East Nigeria. The report can be found [here](#).
- On 2 December, the ETS supported a SSAFE training by delivering the security telecommunications module to 36 staff members.
- The ETS submitted the sector narrative and response plan for the 2020 Humanitarian Response Plan (HRP) to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).
- The selection of a candidate for a local Information Management (IM) associate has been endorsed by the Country Director (CD). The candidate is expected to be on board once the medical check and paperwork are finalised.

## Planned Response

- The ETS will conduct maintenance missions to Monguno and Banki.
- The team will prepare Information Technology (IT) and telecommunications equipment to enhance security communications in Yola and Damaturu.

## Challenges

- Providing back-up connectivity to the hubs continues to be challenging.
- Violent incidents continue to hamper humanitarian assistance to affected population and humanitarian community.

## Funding

- The ETS requires USD 3 million in 2020 to conduct its activities across North-East Nigeria.
- The ETS has requested an extension of a grant from the European Civil Protection and Humanitarian Aid Operations (ECHO) for 2020.

## Meetings

- The next ETS Local Working Group meeting will be held in January 2020.



- The next Global ETC Joint Teleconference covering Bangladesh, Central African Republic, Nigeria and Venezuela (UNHCR) operations will be held on Wednesday 29 January 2020.

## 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: <https://www.etcluster.org/node/10290>

## Key ETS Contacts

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## Acronyms

CD	Country Director
ECHO	European Union Civil Protection and Humanitarian Aid
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HRP	Humanitarian Response Plan
IT	Information Technology
OCHA	Office for the Coordination of Humanitarian Affairs
S4C	Services for Communities
SOC	Security Operations Centre
SSAFE	Safe and Secure Approaches in Field Environments
UN	United Nations
UNDSS	UN Department of Safety and Security
UNHAS	UN Humanitarian Air Service
UNHCR	UN High Commissioner for Refugees
WFP	World Food Programme

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

For more information, or to be added or deleted from the mailing list, please contact: [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)