

Nigeria – Crisis

ETS Situation Report #57

Reporting period 01/07/2021 to 31/07/2021

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading 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 continues to provide reliable Internet connectivity and security communications services to the response community in 10 sites. Since the beginning of the year, the team has provided Internet connectivity to more than 2,846 users from 93 organizations across North-East Nigeria.
- This month, the ETS conducted four training sessions on basic VHF radio use for 66 humanitarians in Maiduguri.
- In July, the ETS supported the Telecommunications Security Standards (TESS) mission to Nigeria to implement the Remote Security Operations Centre (RSOC) project.



A Telecommunications Security Standards (TESS) mission works with the ETS and UNDSS during setup of Remote Security Operations Centre (RSOC) in Maiduguri.

Photo: ETS Nigeria

ETS Activities

Internet connectivity

- Since the beginning of the year, the ETS has provided reliable Internet connectivity services to more than 2,846 users from 93 organizations (15 UN agencies and 78 NGOs) across North-East Nigeria.
- This month, the ETS carried out corrective maintenance on connectivity equipment in Monguno, Banki, and at the Red Roof hub in Maiduguri.



Security communications

- Throughout July, the ETS programmed 44 radios for humanitarian staff — Norwegian Refugee Council (NRC), Première Urgence Internationale (PUI), IOM, UNDP, UNHCR, OCHA, and WHO — to improve the communications network between staff in the region.
- This month, the ETS conducted four training sessions on basic VHF radio use for 66 participants from the International Rescue Committee (IRC), NRC and Solidarites International (SI) in Maiduguri.
- Following the TESS-supported installation of the Remote Security Operations Centre (RSOC) system in Banki, Damasak, Gwoza, Monguno, Bama and Ngala, the UNDSS SOCs in these six locations are now remotely linked to Maiduguri, where operations will be managed. This will improve tracking of assets and personnel as well as enhance security communications services to better support the safety and security of staff in the field.

User support

- The team resolved 88 issues reported to the ETS helpdesk in July.

Planned Activities

- The ETS is planning to embark on missions to several field locations to conduct maintenance on ETS connectivity equipment.

Challenges

- The availability of helicopters to field locations is currently very restricted due to space limitations, weather conditions and security concerns, which is impacting on ETS deployments.
- The security situation remains volatile.

Funding

- In July, the ETS received US\$441,000 from the European Civil Protection and Humanitarian Aid (ECHO) and is now 91.8 percent funded to continue its activities in 2021.

Meetings

- The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **15 September 2021**.
- The next Local ETS Working Group meeting will be held on **11 August 2021**.



Information

- All information on the ETS response in North-East Nigeria, including the latest ETS Dashboard, infographic and factsheet, can be found [here](#).
- For more information or to contact the team on the ground please contact Nigeria.ETS@wfp.org.

Key ETS Contacts

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