

Nigeria – Crisis

ETS Situation Report #49

Reporting period 01/11/2020 to 30/11/2020

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 continues to provide 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 4,401 users from 113 organizations across North-East Nigeria.
- This month, the ETS conducted three training sessions on basic security telecommunications for 26 humanitarians in Dikwa and Maiduguri.
- The ETS team embarked on missions to deep field locations – Dikwa, Gwoza and Ngala – to resolve technical issues that require the physical presence of ETS technicians.



The ETS delivers a basic security telecommunications training session to humanitarians in Maiduguri.

Photo: ETS Nigeria

ETS Activities

- Since the beginning of the year, the ETS has provided Internet connectivity services to more than 4,401 users from 113 organizations (15 United Nations/UN agencies and 98 non-governmental organizations/NGOs) across North-East Nigeria. In addition, the team resolved 110 issues reported to the helpdesk in November.
- This month, the ETS conducted three training sessions on basic security telecommunications for 26 participants from Jireh Doo Foundation, International alert and the Agency for Technical Cooperation and Development (ACTED).
- Throughout the month, the ETS programmed 13 radios for humanitarian staff to improve the communication network between staff in the region.



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- The ETS team participated in a joint meeting with Telecommunications Security Standards (TESS), the UN Department for Safety and Security (UNDSS) and WFP to discuss the set-up of a remote Security Operations Centre (SOC) in Maiduguri. The ETS will provide technical support to the UNDSS team.
 - The ETS team conducted a basic technical training session on the installation of satellite phone docking stations for three participants from the Danish Refugee Council (DRC) in Maiduguri.
 - An ETS telecommunications specialist embarked on a two-week support mission to UNDSS sites in Enugu and Sokoto to set up SOCs in those locations.
 - As national COVID-19 movement restrictions have begun to ease, the ETS team embarked on missions to deep field locations – Dikwa, Gwoza and Ngala – to resolve technical issues that require the physical presence of ETS technicians.

Planned Activities

- Following a significant delay caused by COVID-19 travel restrictions, the ETS team is planning for the installation of a hybrid solar-based power system in all eight sites in Borno State where the ETS provides connectivity services. The much-anticipated project aims to provide a more reliable and sustainable power supply for humanitarians who currently rely on fossil-fueled generators.

Challenges

- The restrictions on field travel caused by COVID-19 since early 2020 have directly impacted the set Key Performance Indicators (KPIs) for ETS activities this year.

Funding

- The ETS is 59.3% funded of the total US\$2.95 million required to carry out its projects in 2020.

Meetings

- The next Global ETC Joint Teleconference covering Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **16 December**.
- The next Local ETS Working Group meeting will be held on **13 January 2021**.

Information

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



Key ETS Contacts

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