Nigeria – Crisis

ETS Situation Report #32

Reporting period 1/06/19 to 30/06/19

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

- In the first six months of 2019, the ETS has provided connectivity services to 2,740 humanitarians from 92 organisations deployed at the humanitarian hubs across North-East Nigeria.

- The ETS started to roll out the new user management solution for connectivity services at Red Roof, Maiduguri.

- The ETS deployed a team to Banki to upgrade the equipment to improve the connectivity services at the hub.

- The ETS conducted an assessment mission to Yola ahead of the establishment of a fully equipped Security Operations Centre (SOC) and the upgrade of the Security Communications System (SCS).

The ETS explains how to use the ETS network responsibly in the humanitarian hubs.
Photo: ETS

Situation Overview

Multiple suicide bombings in the Mandarari community of Konduga, less than 40 kilometres from Maiduguri, left at least 30 civilians dead and more than 40 injured on Sunday 16 June. In a report from the Office for the Coordination of Humanitarian Affairs (OCHA), the UN Humanitarian Coordinator in Nigeria, Mr. Edward Kallon, strongly condemned the attacks.

The UN and its partners in Nigeria consistently urge all parties to the conflict to protect civilians and comply fully with international human rights and international humanitarian law. The UN Secretary-General, in a statement on 17 June, also condemned the attacks and reiterated the solidarity of the United Nations with the people and Government of Nigeria.

ETS Response

- Since the beginning of the year, the ETS has provided Internet connectivity services to more than 2,740 humanitarians from 92 organisations at the hubs deployed across North-East Nigeria.

- During the reporting period, the ETS conducted maintenance missions in Gwoza, Dikwa and Damasak to ensure security communications services are fully operational for humanitarian use. At the same time, the ETS team coordinated the maintenance of satellite terminals with the provider which significantly improved connectivity services in humanitarian hubs in Gwoza, Monguno, Ngala and Red Roof.

    o The ETS also programmed and tested Very High Frequency (VHF) and High Frequency (HF) communications equipment at the safe haven at Red Roof.

- The ETS rolled out the new user management solution for connectivity services at Red Roof, Maiduguri. The use of Ericsson Response's WIDER solution – a solution used to manage and distribute internet connectivity – has been discontinued in North-East Nigeria and the ETS thanks Ericsson Response for its outstanding support.

- The Memorandum of Understanding (MoU) between the World Food Programme (WFP) and the UN Department of Safety and Security (UNDSS) for the provision of common security communications services and radio operators in North-East Nigeria signed in 2017 was amended and extended until 31 December 2019.

- The ETS deployed a mission to Banki to upgrade the WiFi infrastructure to improve Internet connectivity services at the humanitarian hub expansion area. While the initial capacity of the Banki hub was to accommodate 15 humanitarian workers, its current occupancy is around 70 humanitarian workers and 40 additional people are expected in the coming weeks.

- The ETS continues to coordinate the rotation of 14 radio operators at seven humanitarian hubs to ensure the SOCs are operational to support the humanitarian response, improving the safety and security of responders.

- The ETS continues to hire local staff and support transfer of knowledge efforts: 2x additional radio operators and 1x telecommunications operations associate joined the team. The interviews for the position of ETS Information Management (IM) associate are expected to take place in July.

- The ETS conducted an assessment mission to Yola ahead of the establishment of the SOC and the upgrade of the Security Communications System (SCS).

- ETS WiFi connectivity services are now being provided in Logistics Sector Mobile Storage Units (MSU) in Banki and Damasak, respectively managed by INTERSOS and ACTED, to allow real-time transactions in warehousing operations. The ETS is now providing connectivity in a total of 5x locations where operational MSUs are located next to humanitarian hub compounds, including Bama, Ngala, Dikwa, Banki and Damasak.

- During the reporting period, the ETS delivered a training session on security communications to 15 staff from ACTED, 5 IOM staff members and 2 UNDSS radio operators in Maiduguri.

Planned Response

- 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.

- 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.

- The ETS will continue carrying out maintenance missions in deep-field humanitarian hubs to ensure security communications services are fully operational for humanitarian use.

Challenges

- An unavailability of Iridium Push-To-Talk services in North-East Nigeria was experienced on 5 June. This issue was escalated to the provider and services were restored on 6 June. A firmware upgrade of all devices on the ETS network was then performed for optimal performance of services.

Funding

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

Meetings

- The next Global ETC Joint teleconference covering Bangladesh, Central African Republic, Nigeria and Venezuela (UNHCR) operations will be held on 24 July 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
IOM	International Organisation for Migration
IT	Information Technology
LGA	Local Government Area
MNO	Mobile Network Operators
MoU	Memorandum of Understanding
MSU	Mobile Storage Units
OCHA	Office for the Coordination of Humanitarian Affairs
PUI	Première Urgence Internationale
SCS	Security Communications System
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