Terms of Reference (ToR)

Emergency Telecommunications Sector (ETS) Working Group
Maiduguri, Nigeria

All information related to the ETS Nigeria operation can be found on the website:

etcluster.org/emergencies/nigeria-crisis

For more information or questions contact us at: **Nigeria.ETS@wfp.org**

Background

Since the start of the violent conflict in North-Eastern Nigeria in 2009, there are an estimated 2.2 million people displaced and 8.3 million people are currently in need of life-saving assistance in the three worst-affected states in the North-East of Nigeria: Adamawa, Borno, and Yobe.

The Emergency Telecommunications Sector (ETS) was officially activated in Nigeria on 23 November 2016. The ETS in Nigeria is co-led by the Ministry of Information and Communications and the United Nations World Food Programme (WFP).

The ETS is concentrating its efforts in North-east specificaly Borno, Adamawa and Yobe states to ensure humanitarians can carry out their jobs efficiently and safely. ETS activities comprise:

- Provision of vital communications services in 10 common operational areas, namely Bama, Banki, Damasak, Damaturu, Dikwa, Gwoza, Maiduguri, Monguno, Ngala, and Yola; With proposed expansion in Pulka and Damboa.
- Strengthening coordination and Information Management services provided to the humanitarian community to ensure an effective response and informed decision-making;
- Deliver capacity-building activities to humanitarian actors and government counterparts.

Objectives

- Serve as the primary forum for coordination, information sharing, strategic planning and technical guidance for organizations involved in the emergency response in North-East Nigeria;

- Engage with local stakeholders such as the Government of Nigeria, the Nigerian Communications Commission (NCC), humanitarian organizations, United Nations (UN) agencies, and relevant ICT industries which are either involved in the response or which can support the ETS;

- Identify, discuss, and propose solutions to issues impacting on humanitarian responders, whether operational and strategic. Implementation of services may be undertaken by an entity other than ETS depending on external and unpredictable factors. Therefore, a thorough case by case analysis must take place.

Key Functions

- Ensure effective and coherent ICT needs assessment and analysis, involving all relevant partners;
- Identify partners interested in supporting or providing ICT services and map their available

resources and capacity;

- Formulate and agree on the ETS response plan and prioritization of activities;

- Identify key performance indicators and methodology by which these indicators will be measured;

- Develop an ETS transition/exit strategy. One proposed approach is to phase out the ETS in favour of a common services structure based on cost recovery. WFP could continue assuming the lead on behalf of this new entity;

- Formulate and agree on an advocacy plan for ETS activities and partner engagement;

- Ensure coherence of public messaging by establishing and promoting strong coordination within the humanitarian community;

- Provide strategic planning oversight for effective and efficient allocation of resources by sector partners;

- Share information, resources, and ideas relating to common ICT services and infrastructure;

- Ensure that appropriate technical standards are consistently applied;

- Develop contingency planning and preparedness activities for new emergencies;

- Promote/support training of local staff and capacity building of humanitarian partners operating in North-east, Nigeria;
- Ensure the protection of the data crossing its network, though ETS will never interfere with such data;

- Ensure that only authorized users can access the Security Communications Systems and the data connectivity system (internet);

- Each agency member is responsible for timely reporting in any event which constitutes a security breach (such as radio network loss [communicate the call sign], ETS account password leaked etc…);

- Expand ETS services where necessary based on partner requests, ETS assessments or any other trigger deemed valid by ETS and WFP management;

- The ETS team is responsible to maintain and adjust these ToRs as necessary based on the evolution of the situation on the ground. Should any new version become available, the ETS will share it immediately with the members of the ETS Local Working Group.

- Others as required.

Membership

- All humanitarian organizations with operations in the country i.e. UN agencies, International Red Cross/Red Crescent, Non-Government Organisations (NGOs), International Non-Government organizations (INGOs), and partners that benefits from ETS services, are strongly encouraged to participate in the ETS Working Group.
- Representatives from commercial companies may be invited to participate on an ad-hoc basis to serve as technical advisor, if this is in the best interest of the overall ETS Working Group objectives, and where no conflict of interest is present. Commercial entities shall not have the right to vote or in other ways influence the ETS Working Group outcomes.
- The ETS Nigeria operation is led by the ETS coordinator along with support colleagues and partners. The ETS Nigeria team, hosted by the local United Nations lead agency WFP, is the sole and only responsible of any services, infrastructures, and solutions it has developed and maintained unless this was donated, sold out, or disposed otherwise. However, the ETS can

delegate responsibility or collaborate with its partners' members, mainly when remote support is required.

Meetings and timeframes

ETS Working Group Meetings take place every last Thursday of the month, or as needed to address specific issues.

To be added to the ETS Working Group members list to receive meeting invites and updates, please email your contact information to Nigeria.ETS@wfp.org

Contacts

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Glossary

ETC   Emergency Telecommunications Cluster
ETS   Emergency Telecommunications Sector
ICT   Information and Communication Technology
ISCG   Inter-Sector Coordination Group
NGO   Non-Government Organisations
UN   United Nations
WFP   World Food Programme
WG   Working Group