

## Nigeria, Crisis

### Local Working Group Meeting

Date: 20/07/2022 Time: 10:00 UTC +1

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

[www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)

For more informations or to be added or deleted from the mailing list please contact:

[Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org)

## Attendance

Chair	Elmueiz Babikir
ACF	Kabir Suleiman Janet Daniel Ijudigal Manassah
FHI360	Ibrahim Enwuzor
IRC	Yakubu James Mshelia
Mercy Corps	Emmanuel Omirinde David Adamu
SI	Abdulbasit
SIF	Hector Jimenez
SOC DMT	John Aniki
UNDSS	Adamu Haruna Iguda
UNOCHA	Blessing Adelek
UNICEF	Adekunle Oluyomi Winifredo Abulencia
WFP	Bishar Duble Amana Mbahi Salamatu Yohanna Dubem Umeasiegbu Marian Mgbemena Karim Saleh Sarah Omebe Burak Sezgin Mithilesh Chaubey Caleb Anwara

## Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. Partners Update
3. AOB

## Minutes

### 1. Update on the latest ETS activities in north-east Nigeria

#### Security Situation

- The unpredictable security situation continues to affect humanitarian access to operational areas, with a limited number of days approved for field missions.

#### ETS Services

- The ETS provides security communications, internet connectivity, voice communication, ICT helpdesk, Information Management (IM) and coordination services to humanitarian responders.
- The ETS provides security communications services in Maiduguri, Damaturu, and Yola metropolitan areas, and internet and security communications services in the eight humanitarian hubs in Borno State – Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno, and Ngala.
- The ETS is available to provide user and security communications training on demand.

#### ETS activities

- In July, the ETS provided internet connectivity to 2,665 users from 95 organisations (17 UN agencies and 78 I/NGOs) with an average of 628 daily users in the Red Roof hub in Maiduguri, as well as in deep field locations. The ETS resolved 597 issues logged by the ICT service helpdesk in July.
- The ETS is 100% funded to carry out its 2022 activities.
- The ETS team conducted a basic VHF radio and satellite phone training to over 100 UN and NGO agency staff users.
- The ongoing VSAT preventive maintenance was successfully completed in the Ngala hub as well as inventory revalidation.
- The ETS team plans to support UNHAS with internet connectivity services in the newly constructed terminal for the fixed wing planes and helicopter, as well as to improve internet coverage in administrative areas and other UNHAS offices at the airport.
- Lack of access to operational areas due to the unpredictable security situation remains a challenge.

## 2. Partner Updates

### UDSS

- The UNDSS team requested information from the ETS on the status of the self-support mast.
- UNDSS creates basic VHF user awareness to staff during the SSAFE training, also conducts radio trainings and support to other agencies outside north-east Nigeria (Abuja).
- Several UNDSS staff reported poor radio network coverage from their residence to the Security Communications Centre (SOC) whenever they call in to conduct a radio check.
- UNDSS reported issues with maintaining the database of radios programmed outside Maiduguri, which is currently not integrated with the ETS database. UNDSS and the ETS will discuss integrating this database on behalf of all agencies for easy access of communications to the SOC in case of emergencies.
- UNDSS suggested that the SOC outside Maiduguri be equipped with an Iridium Push-To-Talk (PTT) radio and a satellite phone separately.
- UNDSS applied for the expansion of their VHF frequencies outside north-east Nigeria with the Nigerian Federal Ministry of Communication, which has been pending due to lack of payment for a previous approved subscription.

### UNICEF

- UNICEF is seeking collaboration with all agencies for a common VHF/HF frequency and code across all locations.
- The UNICEF team is seeking ETS technical guidance on Internet Service Provider (ISP) data and bandwidth type to be used in their north-east office.

### WFP

- The WFP toll-free hotline has been rolled out and is now operational to enable beneficiaries and other communities in deep field to express their concerns, feedback, and complaints to WFP for free (the number is 1333).

## Next meeting

The next Local Working Group meeting will take place on **23 August 2022**.

## Acronyms

ETS	Emergency Telecommunications Sector
IM	Information Management
IRC	International Rescue Committee
ISP	Internet Service Provider
IT	Information Technology
INGO	International Non-Governmental Organisation

MDM	Medicins du Monde
NGO	Non-Governmental Organisation
NE	North East
SI	Solidarites International
SOC	Security Operations Centre
TC	Telecommunications
UN	United Nations
UNDSS	United Nations Department for Safety and Security
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

**Minutes: Salamatu Yohanna, World Food Programme**