

“Providing emergency telecommunications services to the humanitarian community”

Republic of South Sudan

ETC Situation Report #4

Reporting period 10/02/12 to 23/02/12

Author: Caroline Teyssier

Summary:

- An ETC assessment mission was conducted by WFP in December 2011 to assess the voice and data connectivity situation and identify gaps to be addressed to meet the requirements of the humanitarian community. The mission visited both existing and new locations.
- Based on the findings, it was decided to deploy an emergency connectivity system in three new locations: Maban, Renk and Yida and subsequently Pibor was designated an emergency location and was included in the ETC project.
- The emergency deployment team involves multiple ETC partners including, Ericsson Response, Government of Luxembourg (LUX), IOM, OCHA, UNHCR and WFP.

Cluster Responsibilities:

- WFP is leading ETC activities in the Republic of South Sudan with responsibility for coordination, implementation and overall operation support for common ICT services.

Achievements:

- Pibor

Based on the humanitarian country team request related to the Jonglei crisis, the ETC installed the emergency.lu and Ericsson Response WIDER solutions in Pibor on 5 February at the InterSOS compound. Therese Lannemo, stand-by-partner from MSB arrived in Juba flew to Pibor on 7 February to support the installation. Samuel Keri Longa from OCHA, provided a hand over to Therese before flying back to Juba on 9 February.

Up to date, around 22 humanitarian workers have been regularly using the system in Pibor.

- Renk

WFP and the 3rd Ericsson Response team, Fei Wang and Erasmo Patrone set up the emergency.lu and the WIDER solutions at the IOM office in Renk on 11 February. The system is now operational and a wireless link between the IOM office and the MSF house has been added enabling the majority of users to use the system from home.

11 to 32 users have been registered and regularly use the system in Renk.

- Maban & Bentiu/Yida¹:

The system remains operational at the WFP Bentiu office and at the UNHCR Maban office. WFP staff Michael Ngisiro has been replaced by Christopher Alagna from RedR in Bentiu while WFP staff Whitney Mutowo is providing support in Maban.

- Services:

The number of users is still increasing with a total of 550 people from 56 different humanitarian organisations registered into the WIDER system.

The deployed equipment is split into two complementary solutions:

- the "emergency.lu" composed of an antenna and either a Satellite dish (regular VSAT terminal) or an inflated balloon (rapid kit); and
- the Ericsson Response WIDER, a wireless LAN solution with central globalised management with secure network access monitoring use of internet services that extends connectivity.
- Assembled, the equipment is able to provide Internet Connectivity and Voice telephony services to the humanitarian community.

For security reasons a one-time, online registration is required to access the Internet Café. To register users must show their ID cards to confirm they work for a humanitarian organization. Additional equipment such as printers and scanners will be provided for the three sites in the coming weeks.

Challenges and Gaps:

- Bentiu:

The WIDER solution has experienced problems over the past days refraining people to register and use the system. However a temporary solution has been put in place to ensure humanitarian workers are still provided with Internet connectivity access. The team may need to replace some parts of the equipment to fix the issue.

Planned Activities:

- Additional equipment such as printers and scanners will be provided in each of the sites in the coming weeks.

Meetings:

- **Global ETC Information Sharing teleconferences for the Republic of South Sudan are usually held every two weeks.**

The next Global ETC teleconference will be held on **Wednesday 07 March** at:

0900 New York
1400 UTC
1500 Rome/Geneva
1700 Juba/Nairobi

Dial-in instructions:

- 1) Call +39 066513 3344
- 2) Enter the personal code 267200 followed by #
- 3) If you are the first caller, a message will notify you. Please remain on the line.

¹ For security reason, humanitarian organisations cannot access Yida for the time being and most of the staff therefore moved to Bentiu. Therefore it was decided to set up connectivity initially in Bentiu and then relocate the system to Yida when security permits.

“Providing emergency telecommunications services to the humanitarian community”

Acronyms:

BGAN	Broadband Global Area Network
COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
HEP	ICT Humanitarian Emergency Platform
HISP	Humanitarian Internet Service Provider
IFRC	International Federation of the Red Cross
ISP	Internet Service Provider
LAN	Local Area Network
MoFA	Ministry of Foreign Affairs
NGO	Non-Governmental Organization
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children’s Fund
UNMISS	UN Mission in the Republic of South Sudan
VSAT	Very Small Aperture Terminal (Satellite ground station)
WFP	UN World Food Programme
WVI	World Vision International

ICT Emergency website (HEP) links:

- Humanitarian Emergency Platform:
<http://ictemergency.wfp.org>