

“Providing emergency telecommunications services to the humanitarian community”

Republic of South Sudan

Situation Report #10

Reporting period 04/05/12 to 17/05/12

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Summary:

- South Sudan’s relations with Sudan remain tense and rebel militia group (RMG) clashes have been reported in Upper Nile and Unity states. The ETC continues to provide emergency connectivity services in four locations across South Sudan. ICT technicians are only present at one emergency location due to lack of funding. However, one ETC technician is located in Juba for surge capacity to travel to other locations to provide user support services as needed.
- The Consolidated Appeal Process (CAP) Mid-Year Review is currently ongoing in South Sudan and as such the ETC has submitted a number of reports to OCHA as well as attended a CAP workshop.

Cluster Responsibilities:

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

Achievements:

- The ETC response solution, composed of the emergency.lu and Ericsson Response WIDER systems, continues to provide free internet connectivity and voice telephony services in Bentiu (Unity), Maban (Upper Nile), Pibor (Jonglei) and Renk (Upper Nile).
 - To date, approximately **1684 users from 165 different organizations** having been registered to use the ETC services.
- The ETC has been in contact with the company Skype regarding the recognition of RoSS’ country code +211 in response to NGO requests. ETC at the global level is following up and any relevant information will be shared with the local user.
- The monthly local ETC Working Group meeting was held on 3 May 2012.
- An urgent funding appeal document was created and has been distributed to donors with regards to lack of funding for the ETC.
- Initial discussions have taken place with UNDP, WFP, UNHCR, and UNICEF regarding a new initiative that would connect UN agencies with: Redundancy; Mobility; and Voice communication between the agencies (use of extensions) within Juba. Once the operation is running successfully, the concept would be extended to key field locations.

Challenges and Gaps:

- The ETC remains critically underfunded. With the recent decision by the Humanitarian Country Team to move to 'Crisis Response' mode, funding is desperately needed to provide ICT services to expanding humanitarian operations and to procure a contingency stock in the event of additional emergencies arising.
- There has still been no action taken regarding the Humanitarian Internet Service Provider (HISP) project due to lack of funding.
- During the past two weeks, ETC experienced system failures in two locations; the emergency sites in Maban and in Bentiu. Both problems were immediately given attention by the stationed ICT technicians on site and were solved in less than 48 hours. In the case of Maban, data connectivity was not lost so user access to the Internet was not affected by the technical fault.

Planned Activities:

- The ETC response solution (emergency.lu and WIDER) in Pibor will be decommissioned at the end of May. However, ETC is currently conducting a needs assessment of the Pibor site and will submit recommendations to the ISWG for review.
- The emergency.lu Rapid Deploy VSAT kit of has been decommissioned and replaced by another solution continuing using the Ericsson Response WIDER and WFP EMC VSAT. Emergency.lu is being sent back to Luxemburg after a successful deployment in Bentiu.

Meetings:

The Global ETC teleconferences on RoSS will be held on an as-needed basis. Operational updates continue to be shared via bi-weekly ETC SitReps.

Acronyms:

CAP	Consolidated Appeal Process
ETC	Emergency Telecommunications Cluster
HCT	Humanitarian Country Team
HEP	ICT Humanitarian Emergency Platform
HISP	Humanitarian Internet Service Provider
ICT	Information and Communications Technology
IOM	International Organization for Migration
NGO	Non-Governmental Organization
OCHA	Office for the Coordination of Humanitarian Affairs
RoSS	The Republic of South Sudan
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
UNMISS	United Nations Mission in the Republic of South Sudan
VSAT	Very Small Aperture Terminal (Satellite ground station)
WIDER	Ericsson Wireless Local Area Network in Disaster Emergency Response
WFP	UN World Food Programme

ICT Emergency website (HEP) links:

Humanitarian Emergency Platform:

<http://ictemergency.wfp.org>

FORUM: Republic of South Sudan:

http://ictemergency.wfp.org/group/ictopr/forum/-/message_boards/category/287645

Status Matrix:

LOCATION	STATE	AGENCY	REPEATER CH.	TEL. LINES	RADIO ROOM	ICT SUPPORT	CONNECTIVITY	STAFF TRAINED
Aweil	Northern Bahr El Ghazal	WFP	11, 13	No	24/7	Yes		Yes
Bentiu (Rubkona)	Unity	WFP	6, 7, 9	No	24/7	Yes	VSAT	Yes
Juba	Central Equatoria	WFP	1,2,6,7,8,9,13,14,15	No	24/7	Yes	VSAT	Yes
Malakal	Upper Nile	WFP	6,7,9	No	24/7	Yes	VSAT	
Maban	Upper Nile	UNHCR	3, 9 (planned)	No	n/a	Yes	VSAT	Yes
Pibor	Jonglei	UNMISS	9	No	n/a	Yes	VSAT	Yes
Renk	Upper Nile	IOM	n/a	No	n/a	Yes	VSAT	Yes
Rumbek	Lakes	WFP	10, 11, 13	No	24/7	No	VSAT	Yes
Torit	Eastern Equatoria	UNHCR	10, 12	No	24/7		VSAT	Yes
Wau	Western Bahr El Ghazal	WFP	6, 11, 15	No	24/7	Yes	VSAT	Yes
Yambio	Western Equatoria	UNICEF	6, 7, 9	No	24/7		VSAT	Yes

Staff in the Operation:

This list below shows the key people involved in providing and supporting inter-agency ICT services.

LOCATION	STATE	AGENCY	NAME	EMOP MOBILE
Aweil	Northern Bahr El Ghazal	WFP	Malek Ring	+211 955 928 008
Bentiu	Unity	WFP	Supported by Juba team	
Bor	Jonglei	WFP	Rida Shaba	+211 922 465 434
Juba	Central Equatoria	WFP	Arthur Sawmadal	+211 922 465 466
			Haidar Baqir	+211 922 465 540
			Blessing Dzambo	+211 956 414 072
Maban	Upper Nile	WFP	Supported by Juba team	
Malakal	Upper Nile	WFP	Caroll Katshuki	+211 956 814 950
			Anywar Nicholas	+211 923 819 778
Pibor	Jonglei	WFP	Supported by Juba team	
Renk	Upper Nile	WFP	Supported by Malakal team	
Wau	Western Bahr El Ghazal	WFP	Shantal BOODHUN	+211 956803221

For specific ICT contacts, please email: ETC.SouthSudan@wfp.org