

“Providing emergency telecommunications services to the humanitarian community”

Republic of South Sudan

Situation Report #18

Reporting period 30/01/13 to 28/02/13

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Highlights:

The ETC Emergency Response Solution is providing services in the Maban and Yida common operational areas; however technical problems are being experienced in Yida. Support on programming radios for humanitarian organizations is on-going.

Cluster Responsibilities:

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

Achievements:

- The ETC Emergency Response Solution in Maban is operational and services are to be provided until 01 May 2013.
- ETC has sent out a call for applications for the “Introduction to IT Emergency Management” course which will take place in Juba on 03 – 05 April. The deadline for submissions is 20 March.
- ETC is scheduling one day training sessions on radio use. There will be four modules: Training of Trainers, Radio Operator, Driver, and Humanitarian Staff. A tentative schedule has been sent out for the period of 01 March – 15 April in Juba and field locations. Deadline for radio training requests to be sent to SouthSudan.ETC@wfp.org by 25 February.
- The Ministry of Telecommunications and Postal Service (MoTPS) has requested ETC to send a list of concerns from the humanitarian community. A memo was submitted and ETC has requested a meeting with the MoTPS to discuss issues and concerns as well as introduce the HISP.
- Common Humanitarian Funds (CHF) were allocated to the ETC project proposal.
- The NGO Forum shared its survey results from NGO staff across RoSS for ETC consideration in the HISP implementation.

Challenges and Gaps:

- The emergency support solution in Yida is currently experiencing technical issues and all data connectivity is affected. ETC is working with UNHCR for an immediate field support from Bentiu. ETC staff is going to Yida to support next week.

- Importation of telecommunications equipment continues to be a concern as significant delays are experienced to receive tax exemption letters and customs clearance.
- Implementation of the MoTPS “Telecommunications Act” is still unclear as the bylaws are currently being drafted; however MoTPS has been contacted by ETC to ensure concerns faced by the humanitarian community are taken into consideration.

Planned Activities:

- ETC will recruit and deploy two additional ICT technical staff to be based in common operational areas and provide support to humanitarian organizations.
- The HISP implementation is planned to start on 01 April 2013. HISP will be established primarily in the following state capitals: Aweil, Wau, Malakal, Bentiu, and Bor.
- An ICT Officer will be deployed to Yida to troubleshoot and fix the problem of the deployed kit and determine a plan of rehabilitation to ensure service delivery. LUX and Ericsson Response will support the process.
- At the next ETC Local Working Group meeting in March, participants will decide on the additional three sites to be supported with the HISP.

Meetings:

The Global ETC Teleconferences on RoSS will be held on an ad hoc basis. Operational updates continue to be shared via monthly ETC SitReps. Local ETC Working Group meetings are scheduled for the first Thursday of each month at 11am (UTC +3) in Juba.

Acronyms:

CHF	Common Humanitarian Fund
ETC	Emergency Telecommunications Cluster
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
LUX	Directorate for Development and Cooperation, Luxembourg
MoTPS	Ministry of Telecommunications and Postal Service
NGO	Non-Governmental Organization
RoSS	The Republic of South Sudan
UTC	Coordinated Universal Time
VSAT	Very Small Aperture Terminal (Satellite ground station)
UNHCR	United Nations High Commission for Refugees
WFP	World Food Programme (UN)

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	VSAT	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	Yes
Maban	Upper Nile	UNHCR	3, 9	No	n/a	From Juba	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
Yida	Unity State	UNHCR	3, 13	No	n/a	From Juba	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	MOBILE PHONE
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	Haidar Baqir	+211 922 465 540
			Diya Alasadi	+211 922 465 600
			Marta Dabbas	+211 922 465 440
Maban	Upper Nile	WFP	Supported by Juba Team	
Malakal	Upper Nile	WFP	Supported by Juba Team	
Renk	Upper Nile	WFP	Supported by Malakal Team	
Wau	Western Bahr El Ghazal	WFP	Charles Mandella	+211 955939943
Yida	Unity	WFP	Supported by Juba Team	

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