

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #23

Republic of South Sudan

Reporting period 30/06/13 to 31/07/13

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Highlights:

- The ETC response kit has been activated in Kaya (Upper Nile State) and the new kit has been transferred to Bor (Jonglei State) to support the surge of humanitarian actors responding to the ongoing emergency.

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 response kit in Kaya was successfully installed and activated with data connectivity on 17 July.
- Following a needs assessment conducted by ETC on 22-25 July, the new ETC Emergency response kit, composed of the emergency.lu and WIDER equipment, was transferred to Bor to support needs of the humanitarian surge responding to the ongoing emergency in Jonglei State.
- ETC mission arrived in Bor on 31 July to prepare for the implementation of the HISP and to set-up the ETC rapid deployment kit for the provision of data connectivity for partners. Additionally, ETC has deployed a trainer for radio usage to support partners in terms of telecommunications needs (training schedule attached).
- Ericsson Response will be on mission to RoSS from 29 July for two weeks to conduct a maintenance check on the WIDERS currently deployed as part of the ETC Emergency Response Solution. The equipment has been in the country for over 18 months.
- An ETC mission to Yida commenced on 26 July to move the ETC response kit to the new refugee camp, Ajong Thok (Unity State).
- ETC has established the Security Telecommunications WG which will meet every three months. Members of this WG are ICT leads from organizations which currently operate radio rooms in RoSS (UNICEF, UNMISS, UNHCR, and WFP). The ToRs for the WG are currently being drafted and will be shared with partners once they are made available.
- As discussed in the Security Telecommunications WG, WFP ICT has initiated the process of taking over the lead role for the radio room in Torit, Eastern Equatoria State. The radio room in Yambio, Western Equatoria will be taken over by UNDSS.
- ETC has conducted a number of training sessions this month for HF/VHF radio usage. A total of 10 staff members were trained through the following courses held:

- 15 July – refresher course for current radio operators.
- 16-18 July – training course for new radio operators and beginners.
- 19 July – training course for drivers and staff
- TOT will be conducted before the end of 2013 – exact date TBC.
- The CHF report for the 1st round allocation has been submitted to the CHF Technical Secretariat along with the draft project proposal/budget for the 2nd round allocation.
- ETC continues to provide support to organizations in terms of radio programming and basic IT support in Juba and in field locations.

Challenges and Gaps:

- Importation of telecommunications equipment continues to be a concern as significant delays are experienced in receiving tax exemption letters and customs clearance. Currently pending are the HISP importation letters required for implementation.
- The situation around Jonglei State remains tense and unpredictable and humanitarian access into many areas remains restricted.
- Funding remains an issue with shortfall of approximately 76%.

Planned Activities:

- The CHF 2nd round allocation process has commenced – Cluster defenses will be 15-16 August and the disbursement of funds will take place from 5 September onwards.
- ETC is currently preparing for the LetsComm training session which will be held again this year for local ICT/Telecommunications technicians on 12-18 August. The purpose of this training is to increase the skill level of the telecommunications technicians and give them the ability to provide support to security telecommunications infrastructure and services to the humanitarian community in South Sudan. Well trained and professional telecommunications technicians make a significant impact on the availability and sustainability of the radio services needed for humanitarian operations, both during normal day to day work and during sensitive events and emergencies. Two slots for this training will be reserved for colleagues within the MoTPS.
- ETC and partners are exploring different options on the best approach to switch from analog to digital radios over the next five years. Decisions will be made considering the agreement at Global level on a common ETC standard when endorsed.

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.

ICT Emergency website links:

All information related to the ETC response in South Sudan can be found on the ICT Emergency website:

RoSS Page: <http://ictemergency.wfp.org/web/ictopr/countries-south-sudan>

RoSS Forum:

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

RoSS ETC e-mail address: SouthSudan.ETC@wfp.org

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/CONTACT
Aweil	Northern Bahr El Ghazal	WFP	Malek Ring	+211 955 928 008
Bentiu	Unity	WFP	Supported by Juba Team	Southsudan.ETC@wfp.org
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	

Acronyms:

CAP	Consolidated Appeal Process
CHF	Common Humanitarian Fund
ETC	Emergency Telecommunications Cluster
HF	High Frequency
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
IT	Information Technology
LetsComm	Let's Communicate Training
MOTPS	Ministry of Telecommunications and Postal Services
RoSS	Republic of South Sudan
TOR	Terms of Reference
TOT	Training of Trainers
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNMISS	United Nations Mission in South Sudan
VHF	Very High Frequency
WFP	World Food Programme
WG	Working Group