

## **Philippines – Typhoon Haiyan**

### **WFP ICT Situation Report #2**

#### **Reporting period 29/12/13 – 05/01/13**

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### **Highlights**

- ICT infrastructure installation has been completed at the WFP/inter-agency offices in Cebu and Guiuan, as well as at the WFP office in Tacloban. Internet, printing and helpdesk services are being provided.
- Laptops and tablets are being distributed to WFP staff to assist with office and field activities.
- VSATs are being installed in three locations to provide primary and backup internet connectivity for WFP.

### **Achievements**

#### **CEBU**

- ICT infrastructure installation has been finalised at the new inter-agency offices and staff have moved in.
  - To date, WFP, WHO, UNHAS and UNHCR staff have moved in. UNFPA and UNCIEF have expressed interest.
- WFP server and SonicWall have been integrated into the network and the old server has been switched off.
- Ongoing ICT helpdesk support.

#### **TACLOBAN**

- ICT infrastructure installation has been finalised at the new WFP office and staff have moved in.
  - There are currently 42 users registered on the ETC network there.
- Ten laptops have been distributed to WFP staff. Twelve more are due to arrive in the coming days.
- Seventeen tablets were received; 15 were distributed to WFP staff in Tacloban, three in Guiuan and two will be shipped to Roxas.

- A link from local ISP PLDT is being established at the new WFP office to replace the ETC link and provide a faster internet connection. Discussions with PLDT are ongoing.
- Approval has been acquired from the landlord of the WFP office building for installation of a VSAT on the roof of the new WFP office.
  - This VSAT will be used to provide backup internet connectivity.
- A generator was installed at the WFP office in order to provide continuous power during working hours.
- Ongoing ICT helpdesk support.

#### GUIUAN

- A VSAT has arrived which will be installed to provide the WFP office with its own internet connection.
- Process developed to provide WFP staff with SIM card top-ups.
- Three tablet computers have been distributed to humanitarian workers for use on distribution sites.
- Ongoing ICT helpdesk support.

#### ROXAS

- Servers and a SonicWall have been installed at the WFP offices at the NFA premises and the network switchover to SonicWall is in progress.
- An EMC VSAT has arrived and will be used to provide backup internet connectivity at the WFP offices.
- Ongoing ICT helpdesk support.

### Challenges and Gaps

- Difficulties are being experienced with the recruitment of national staff. Out of a number of potential candidates, only one has so far accepted an offer of work from WFP.

#### CEBU

- There is currently no fixed IP.

#### TACLOBAN

- Equipment for the WFP server room is still missing.
- More staff will be required to replace Ericsson Response staff who will be leaving.

## ROXAS

- A system schematic or installation manual is required to install the EMC VSAT.
- Specialised tools are also required to install the VSAT however they cannot be purchased locally.
- There is currently no fixed IP.
- Toner is required for the printers and racks and a UPS have not arrived.

## Planned Activities

### CEBU

- Finalise the handover report and the network diagram.
- Work with PLDT to acquire a fixed IP and finalise activation of RODC.

### TACLOBAN

- Obtain equipment for server room.
- Finalise installation of PLDT fibre link at WFP offices.
- Installation of connectivity at the WFP warehouse.

### GUIUAN

- Installation of VSAT for WFP-exclusive connectivity.

### ROXAS

- Await delivery of instruction manual and install EMC VSAT for backup connectivity.
- Work with PLDT to acquire a fixed IP for a VPN and RODC setup.

## Acronyms

EMC	Emerging Markets Communications satellite company
ICT	Information and Communications Technology
IP	Internet Protocol
ISP	Internet Service Provider
IT	Information Technology
NFA	National Food Authority
NGO	Non-Governmental Organization
PLDT	Philippine Long Distance Telephone Company
RODC	Read-Only Domain Controller
UNFPA	United Nations Population Fund
UNHAS	United Nations Humanitarian Air Service
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund



VPN  
VSAT  
WFP  
WHO

Virtual Private Network  
Very Small Aperture Terminal  
World Food Programme  
World Health Organization

## Contacts & Additional Information

All information related to the Philippines ETC operation can be found on the ICT Emergency website:

<http://ictemergency.wfp.org/web/ictepr/emergencies2013/philippines>

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

[Philippines.ETC@wfp.org](mailto:Philippines.ETC@wfp.org)

## Key WFP ICT contacts:

Name	Unit	Title	Contacts
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## Equipment Tracking (as of January 03<sup>rd</sup>)

Item	Departure Airport	Recipient	Status	Date of Arrival
Laptops	BANGKOK	WFP	Under clearance	01/03/14