Philippines – Typhoon Haiyan
WFP ICT Situation Report #3
Reporting period 05/01/14 – 12/01/13

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Highlights

- The networks in the new inter-agency office in Cebu and the WFP office in Roxas are now fully integrated into the WFP network. This means that WFP staff can access all WFP internal services such as WINGS, WFPgo and shared drives.

- The use of pre-paid SIM cards has been phased out. From now on staff will use post-paid SIM cards which are being distributed.

- A shipment of laptops from Bangkok has been received. These will be distributed to WFP sub-offices.

- The WFP warehouse in Palo, outside Tacloban has now been connected to the internet.

Achievements

CEBU

- The inter-agency office how houses five organizations: WFP, WHO, UNHAS, UNHCR and UNFPA. UNICEF have also expressed interest in moving staff in.

- The network in the new inter-agency office is now fully integrated into the WFP network. This means that WFP staff can access all WFP internal services such as WINGS, WFPgo and shared drives.

    - Staff can also print directly from WFP corporate applications.

- The use of pre-paid SIM cards has been phased out. From now on staff will use post-paid SIM cards.

- A shipment of laptops from Bangkok has been received at the warehouse. These will be distributed to WFP sub-offices.

- A shipment of racks, switches and printers has also been received from Dubai which will be shipped to WFP sub-offices.

- A new email address has been created for staff to send IT queries to: cebu.ictsupport@wfp.org.

- Ongoing ICT helpdesk support.

TACLOBAN

- Internet connectivity has been extended to the WFP warehouse in Palo.

- A generator attendant has been recruited to start the WFP office generator every morning at 06:30.

- The ETC provided radio support for a visit to Tacloban by the WFP Country Director.

- 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.

- Ongoing ICT helpdesk support.

GUIUAN

- Installation of the EMC VSAT is ongoing. The VSAT will be used to provide primary connectivity to the WFP office and backup connectivity for the inter-agency office.

- Licenses have been obtained for four tablets that have been distributed to WFP staff.

- New post-paid SIM cards are being distributed to WFP staff.

- A photocopier has been installed in the WFP office.

- A prefab is being constructed in which radio equipment will be stored and the server will be located.

- Ongoing ICT helpdesk support.

ROXAS

- Active Directory has been set up in the WFP office providing staff with access to Windows network storage and centrally managed printing.

- Sophos security software has been installed on WFP staff computers. In addition the corporate wireless network has been hidden from public view. Both measures will improve security.

- A static IP address has been acquired.

- A VPN link has been installed providing WFP sub-office staff with access to WFP applications such as WINGS, WFPgo and shared drives.

- The RODC is ready which will help manage user authentication and improve performance for users at the WFP sub-office.

- 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.

ROXAS

- A system schematic or installation manual is required to install the EMC VSAT if the go-ahead is given.

- Specialised tools are also required to install the VSAT however they cannot be purchased locally.

- 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

- Procurement of protective mats so the VSAT can be installed on the roof of the office building.

- Installation of the VSAT on the roof of the WFP office.

- Obtain equipment for server room.

- Finalise installation of PLDT fibre link at WFP offices.

GUIUAN

- Installation of VSAT for WFP-exclusive connectivity.

ROXAS

- Potential installation of an EMC VSAT to provide backup internet connectivity at the WFP office though this has not been confirmed.

- o If it is confirmed a certified VSAT installer will be deployed to carry out the deployment.

- Documentation of the IT 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	Virtual Private Network
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
WHO	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

World Food Programme
Information Technology

Key WFP ICT contacts:

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Equipment Tracking (as of January 11th)

Item	Departure Airport	Recipient	Status	Date of Arrival
Laptops	Bangkok	WFP	Cleared and delivered	01/03/14
ICT Equipment	Dubai	WFP	Cleared and delivered	11/01/14