Republic of South Sudan (RoSS)

ETC Situation Report #72

Reporting period 14/04/15 to 27/04/15

ETC RoSS Sitreps are distributed every two weeks. The next report will be issued on or around 11/05/15.

Highlights

- In Bentiu (Unity State), a mission is ongoing in order to provide on-site ICT support and resolve internet connectivity issues experienced during the past weeks. The ETC will also continue to provide ICT Helpdesk services to all humanitarians acting in this area.

- In Old Fangak (Jonglei State), a front line ETC service deployment assessment mission is planned for the coming week. The ETC is concentrating its efforts on providing emergency response data connectivity, security telecommunication services and renewable power to priority locations identified by the Inter-Cluster Working Group (ICWG) in response to the ongoing complex crisis.

Technician, Bagi Palangako, at work at the ETC Office in Juba
Photo: WFP/George Fominyem

Achievements

- The ETC continues to support 24x repeater sites for the provision of security telecommunications services. On-site as well as remote ICT support services are being provided to 9x data connectivity sites across the country.

- In Bor (Jonglei State), a mission was carried out in order to conduce radio programming and provide security telecommunications support to the humanitarians acting in this area.

- In Ganyiel (Unity State), connectivity issues were reported last week. This week, a successful mission was carried out to replace the faulty equipment. Reliable connectivity is now restored for the humanitarians responding in this area.

- In Yida (Unity State), a successful mission was completed to determine and resolve the connectivity issues experienced at this location. The ETC technician on the ground promptly reconfigured the MikroTik users'

The ETC provides timely, predictable and effective Information Communications Technology services to support the humanitarian community in carrying-out their work efficiently, effectively and safely.

identification system, reset the modem and restored internet connectivity for the humanitarian community in Yida.

- In Leer (Unity State), a new ETC site will be established. Reliable internet connectivity and sustainable renewable power services will be available to all humanitarians responding in this area. The equipment, which was prepositioned in Rumbek, has now been airlifted to Leer.

- In Malakal (Upper Nile State), following the complete HISP implementation, the ETC emergency response data connectivity service was deactivated on 15/04/2015.

- The ETC continues to provide radio programming services to humanitarian partners in South Sudan. During the reporting period, 115x radios have been programmed for Concern Worldwide, Internews, Mines Advisory Group (MAG), Norwegian Refugee Council (NRC), Oxfam, United Nations Population Fund (UNFPA), UNWOMEN, World Food Programme (WFP) and Word Health Organization (WHO).

Challenges and Gaps

- The ETC in South Sudan suffered from a funding shortfall in 2014. From the first allocation of the 2015 Common Humanitarian Fund (CHF), the ETC has received US$900,000 for the first 6 months, out of a US$4.5 million annual budget. To meet funding requirements, the ETC is looking for other sources and potential new donors.

Planned Activities

- In Koch (Unity State), following several minor internet connectivity issues, an ETC maintenance mission is planned for the coming week.

- In Malakal (Upper Nile State), a mission to determine and resolve the security telecommunication equipment issues experienced in Malakal is on hold due to continuous fighting in the area. As soon as the flights to this area are re-established, a mission to repair the VHF repeater will be rolled-out.

- According to the needs and prioritisation, the ETC will provide radio training to field staff, radio operators and drivers across the country. An ETC mission has been planned to provide comprehensive radio training in Aweil (Northern Bahr el Ghazal State), Bentiu (Unity State) and Malakal (Upper Nile State).

- ETC partners, emergency.lu and Ericsson Response, are donating new internet connectivity equipment, which will replace the equipment they are currently providing to the ETC operation in South Sudan. The equipment is currently being sent from Dubai.

The Humanitarian Internet Support Project (HISP) is a reliable, low-cost and long-term solution to meet the internet connectivity needs of humanitarian actors in remote and hard to reach locations. The ETC is supporting the response community with development and implementation of this inter-agency project.

Connected Sites

- The implementation of HISP services has been fully completed in two sites: Aweil and Malakal.

- In Bor (Jonglei State), the implementation of HISP services has been fully completed for four organisations. A total of 13 organisations will be connected in the coming weeks.

- In Malakal (Upper Nile State), a mission to deploy a MikroTik user authentication system for the new HISP service has been carried out. This measure addresses the issue of unauthorized use of the internet services, allowing more regulated and reliable internet connectivity services.

Planned Sites

- Finalised the HISP implementation in Bor, the next HISP sites have been identified to be Bentiu and Mingkaman.

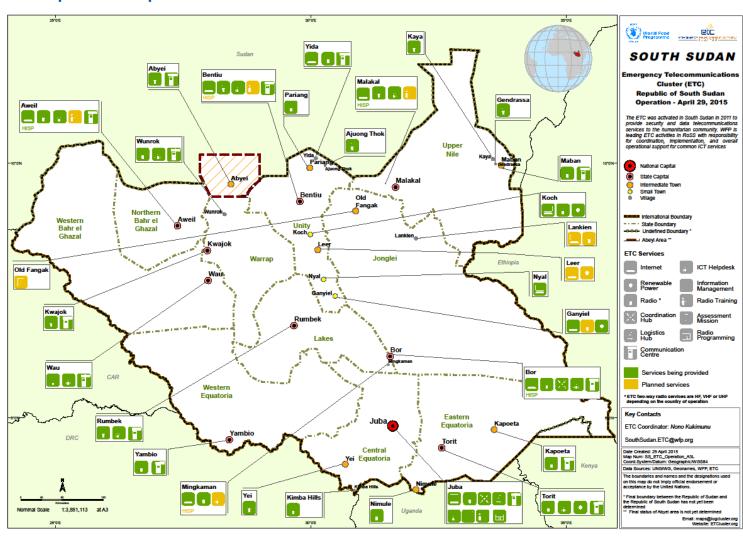 In Mingkaman (Lakes State), a front line HISP service deployment assessment mission has been completed. Partners have been actively involved and their technical needs evaluated to ensure efficient coordination.

Meetings

- Global ETC teleconferences are held monthly. The next teleconference will be held on **20/05/2015**.

- Local ETC meetings are held every two weeks. The next meeting will be held on **30/04/2015**.

ETC Operation Map in South Sudan

SOUTH SUDAN

**Emergency Telecommunications Cluster (ETC)
Republic of South Sudan
Operation - April 29, 2015**

The ETC was activated in South Sudan in 2011 to provide security and data telecommunications services to the humanitarian community. WFP is leading ETC activities in RoSS with responsibility for coordination, implementation, and overall operational support for common ICT services

Legend:

- National Capital
- State Capital
- Intermediate Town
- Small Town
- Village

- International Boundary
- State Boundary
- Undefined Boundary *
- Abyei Area **

ETC Services

- Internet
- ICT Helpdesk
- Renewable Power
- Information Management
- Radio *
- Radio Training
- Coordination Hub
- Assessment Mission
- Logistics Hub
- Radio Programming
- Communication Centre

- Services being provided (green)
- Planned services (yellow)

* ETC two-way radio services are HF, VHF or UHF depending on the country of operation

Key Contacts

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Coord.System/Datum: Geographic/WGS84
Data Sources: UNGIWG, Geonames, WFP, ETC

The boundaries and names and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

* Final boundary between the Republic of Sudan and the Republic of South Sudan has not yet been determined
** Final status of Abyei area is not yet determined

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ETC Services in South Sudan

CITY	STATE	LOCATION	PROVIDED BY	SERVICES	REPEATER CHANNELS
Abyei	Abyei	WFP	WFP	• Radio communications • Communication Centre (24/7)	3, 8, 14
Ajuong Thok	Unity	UNHCR	UNHCR	• Radio communications	3
Aweil	Northern Bahr el Ghazal	WFP	WFP HISP	• Internet connectivity • Radio communications • Communication Centre (24/7) • ICT Helpdesk	3, 11, 13
Bentiu (Rubkona)	Unity	WFP	ETC, emergency.lu, Ericsson Response	• Internet connectivity • Radio communications • Communication Centre (24/7) • ICT Helpdesk	7, 9
Bor	Jonglei	UNMISS	ETC HISP	• Internet connectivity • Radio communications • Communication Centre (24/7) • ICT Helpdesk • Coordination Hub	3, 10, 15
Ganyiel	Unity	IRC	ETC	• Internet connectivity • Renewable Power	N/A
Gendrassa	Upper Nile			• Radio communication	14
Juba	Central Equatoria	UNMISS-Tomping and WFP	ETC and WFP	• Internet connectivity • Radio communications • Communication Centre (24/7) • Renewable Power • ICT Helpdesk • Radio Training • Information Management • Coordination & Logistics Hub	1, 2, 3, 6, 7, 8, 9, 11, 12, 13, 14, 15
Kapoeta	Eastern Equatoria	WFP	WFP	• Radio communications • Communication Centre	10, 13
Kaya	Upper Nile	UNHCR	UNHCR and WFP	• Radio communications	13
Kimba Hill	Central Equatoria			• Radio communications	9

Koch	Unity	World Relief	ETC	• Internet connectivity • Radio communications • Renewable Power	14
Kwajok	Warrap	UNHCR	UNHCR	• Radio communications • Communication Centre (24/7)	3, 14
Maban	Upper Nile	UNHCR	UNHCR and WFP	• Radio communications • Communication Centre (24/7)	3, 9, 10
Malakal	Upper Nile	WFP	ETC HISP	• Internet connectivity • Radio communications • Communication Centre (24/7) • ICT Helpdesk	3, 6, 7, 9
Mingkaman	Lakes	1) ACTED 2) Save the Children	ETC, emergency.lu, Ericsson Response, WFP	• Internet connectivity • Radio communications • Renewable Power	9
Nimule	Eastern Equatoria	UNHCR	UNHCR	• Radio communications	3
Nyal	Unity	IRC	ETC	• Internet connectivity	N/A
Pariang	Unity			• Radio communications	11
Rumbek	Lakes	WFP	WFP	• Radio communications • Communication Centre (24/7) • ICT Helpdesk	3, 4, 10, 11, 13
Torit	Eastern Equatoria	UNMISS	WFP	• Internet connectivity • Radio communications • Communication Centre (24/7) • Renewable Power	10, 12
Wau	Western Bahr El Ghazal	WFP	WFP	• Radio communications • Communication Centre (24/7) • ICT Helpdesk	3, 6, 11, 15
Wunrok	Warrap	WFP	WFP	• Radio communications • Communication Centre (24/7) • ICT Helpdesk	8, 15
Yambio	Western Equatoria	UNICEF	UNICEF and WFP	• Radio communications • Communication Centre (24/7)	3, 6, 11, 15
Yei	Central Equatoria	UNHCR	UNHCR	• Radio communications	3
Yida	Unity	UNHCR	UNHCR	• Internet connectivity • Radio communications	3, 13

Cluster Responsibilities

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

Useful Links

- **ETC services usage Policy**

- **ETC South Sudan factsheet**

- **ETC South Sudan services map**

Acronyms

CHF	Common Humanitarian Fund
ETC	Emergency Telecommunications Cluster
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
NGO	Non-Governmental Organization
UN	United Nations
VSAT	Very Small Aperture Terminal
WFP	World Food Programme
UNMISS	United Nations Mission in South Sudan

All information related to ETC operations can be found on the ICT Emergency website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: SouthSudan.ETC@wfp.org

Background on the crisis:

Conflict broke out in Juba, the capital of South Sudan, on 15 December 2013 and quickly spread to several other states. Within weeks, thousands of people had been killed or wounded in the violence, and hundreds of thousands displaced from their homes. The crisis has led to a serious deterioration in the food security situation, and some 3.9 million people will face alarming levels of food insecurity by August 2014.

The Emergency Telecommunications Cluster (ETC) was activated in South Sudan in 2011, following the country's independence, to provide security and data telecommunications and coordination services to the humanitarian community. Since the recent conflict began, the ETC scaled up its activities and expanded to new locations in the interior of South Sudan, supporting humanitarian organizations involved in the crisis response through the provision of vital telecommunication services.

Sources: OCHA South Sudan Crisis Situation Report, Emergency Telecommunications Cluster (ETC)