

YEMEN – Conflict

ETC Situation Report #45

Reporting period 01/06/2020 to 30/06/2020

ETC Yemen Situation Reports are issued monthly.

Highlights

- As part of the COVID-19 response, the ETC, as requested by the World Health Organization (WHO), is assisting in upgrading a hotline at the Ministry of Public Health and Population (MoPHP) in Sana'a and establishing a new hotline in Aden.
- The ETC continues to provide critical Internet connectivity to 545 humanitarians across 11 sites in Yemen, and communications services, including security telecommunications to a total of 2,256 responders across the country.
- Since 1 January 2020, the ETC Helpdesk has received and resolved 4,100 issues from responders.



ETC connectivity is enabling online consultations at an oncology centre in Aden.
Photo: ETC Yemen

ETC Activities

COVID-19 response

- The World Health Organization (WHO) has agreed with the ETC proposal to upgrade a COVID-19 for the Ministry of Public Health and Population (MoPHP) in Sana'a and to establish a new hotline in Aden.
- The ETC is working on expanding ETC connectivity services to a UNDP villa which will be used as a UN staff quarantine centre in Sana'a. The ETC is already providing connectivity services at isolation apartments in the UN Common Accommodation Facility (UNCAF) in Sana'a.
- The ETC continues to provide connectivity in a UN quarantine facility in Aden and has been requested to extend the service to an isolation centre in another part of the building.
- The ETC has also been requested by WHO to upgrade the existing communications infrastructure in 26 Emergency Operations Centres (EOC) that had previously been used for the cholera response to now support the COVID-19 response. One EOC is based in an oncology centre in Shabwa where ETC internet connectivity services enable patients and health workers to have critical medical consultations online with consultants around the world to discuss, share and provide consultations on both oncology cases, and COVID-19 awareness issues.

- Most ETC staff, including all national staff, continue to work from home as part of social distancing efforts to prevent the spread of the COVID-19 virus. The ETC set up a new meeting room at the UN Common Accommodation Facility (UNCAF) in Sana'a and upgraded internet connectivity in the apartments and common areas to enable all staff to work effectively.

ETC activities

- Following the high-level Pledging Event for the Humanitarian Crisis of Yemen on 2 June, the ETC is fully funded until the end of 2020.
- The ETC has been requested to technically support World Food Programme (WFP), the Ministry of Education, UN Children's Fund (UNICEF) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) in exploring ways to establish a digital platform to conduct online distance learning for Yemeni students.
- Following the recent floods in Tourba which disrupted communications services, the ETC is discussing with UNHCR the best locations to install the new Security Operations Centre (SOC) as well as the indoor and outdoor satellite equipment.
- The equipment needed to set up services in a new UN hub in Marib has arrived in Djibouti. The ETC has sent a letter to the Ministry of Telecommunications in Aden to request permission to transport and install security telecoms equipment for the hub in Marib, managed by IOM.
- Through the Local ETC Working Group, the humanitarian community has requested the ETC to explore online training options amid lockdown and travel restrictions due to COVID-19 outbreak.
- The ETC has temporarily upgraded the connectivity services for responders based in Al Mukalla.
- The ETC is liaising with local Internet Service Providers (ISPs) to deploy new satellite terminals to reactivate connectivity services in sites in Sana'a and Ibb.
- The ETC in Aden is in the process of signing a Memorandum of Understanding (MoU) to provide connectivity services in a new site hosted by the International Non-Governmental Organisation (INGO), ZOA.
- The ETC together with the Ministry of Telecommunications and Information Technology (MoTIT) and Aden Net ISP has been requested to provide Internet connectivity services at Aden International Airport. The ETC is conducting assessments to determine how to proceed.
- The ETC is procuring the equipment needed to install five additional fibre lines to meet the increasing needs of humanitarians in Sana'a.

ETC Planned Activities

- The ETC still has plans to collaborate with the Telecommunications Security Standards (TESS) team on the expansion of the VHF coverage in Aden city to strengthen the safety and security of responders.

Funding

- The ETC in Yemen is fully funded to implement its activities in Yemen in 2020.

Key Information

- All information on the ETC response in Yemen can be found [here](#).
- The latest ETC Dashboard and [infographic](#) are also available on the www.etcluster.org website.
- The next Global ETC Joint Teleconference on Libya, Syria and Yemen will be held on 29 July.
- For further information or to contact the team on the ground, please email Yemen.ETC@wfp.org

Key Contacts

| Title | Agency | Name | Duty Station | Email |
|-----------------|--------|----------------|---------------|--|
| ETC Coordinator | WFP | Wali Noor | Sana'a, Yemen | wali.noor@wfp.org |
| ETC IMO | WFP | Suzanne Fenton | Dubai, UAE | suzanne.fenton@wfp.org |