Bangladesh, CAR, Libya, Nigeria, Syria, Yemen

Global ETC Teleconference

Date: 25/11/2020   TIME: 13:00 UTC

Attendance

Chair	Caroline Teyssier	(Global ETC), UAE
UNICEF	Ali Al Dhayani	Yemen
	Ike Uzoegwu	USA
	Jalal Tamimi	Jordan
WFP	Ines Gerbault	Bangladesh
	Ekue Ayih	Bangladesh
	Mohamed Dabdab	Bangladesh
	Nusrat Jahan	Bangladesh
	Richard Egwangu	Egypt
	Ahmed ElSheikh	Libya
	Elmuiez Babikir	Nigeria
	Karim Merzouk	South Africa
	Geronimo Turgo	Syria
	Oscar Caleman	Thailand
	Marta Dabbas	Tunisia
	Wali Noor	Yemen

Teleconference started at 13:0 UTC

Agenda

1. **Bangladesh update**
2. **Libya update**
3. **Nigeria update**
4. **Yemen update**
5. **AOB**

Minutes

1. BANGLADESH

Security

- Nothing significant to report.

ETS Response

- As of November, data connectivity is provided to 282 humanitarians in 28 sites, including e-voucher outlets, Severe Acute Respiratory Infection (SARI) treatment centres and logistics hubs.
- Since the beginning of the year, the ETS has provided services (IT and TC) to 10 UN agencies and 11 I/NGOs across the three common operational areas (Ukhiya, Teknaf and Cox's Bazar city)
- Delays in receiving government authorizations for self-standing towers importation, microwave licences, VHF frequencies, satellite terminals and satphones.
- Self-standing towers are ready for shipment so the ETS is looking into alternative locations where towers could be stored until authorization is granted.
- The team currently comprises eight staff with new IT team leader arriving on 6 December and a replacement is needed for the security communications lead. Several recruitments are ongoing so the team can reach full capacity of 16 members.
- The ETS remains 78% funded with US$3.8 million received out of US$5.1 million.
- The ETS continues to prepare for the Joint Response Plan (JRP) exercise for 2021 and will continue to deliver coordination and IM, data connectivity security communications and capacity building and also identify communications gaps within in affected population as part of Accountability to Affected Populations (AAP) efforts. The ETS plans to provide connectivity in 200 sites by the end of 2021.
    - The budget for 2021 is US$6 million but including the carryover from this year, the team will require US$3.9 million.
- The annual User Satisfaction survey was conducted and the report is being finalized. Overall, the team achieved 89% overall satisfaction of ETS services and some areas for improvement were clearly identified, including improving advocacy of ETS services on the ground and providing more capacity building.
- A UNICEF colleague notes it was a very useful update.

2. LIBYA

Security

- Nothing significant to report.

ETS Response

- The US$100,000 grant from the European Civil Protection and Humanitarian Aid Operations (ECHO) for the Common Feedback Mechanism (CFM), the inter-agency call centre, was officially confirmed.

- It has been agreed that the CFM will be presented during the Regional Data Protection and Privacy workshop planned for January 2021.
- The ETS is now providing WiFi connectivity for refugees and asylum seekers in the UNHCR Community Day Centre in Tripoli.
- The ETS completed the assessment of the Security Operations Centre (SOC) in Benghazi. The equipment needed to implement the SOC is in Dubai being prepared to be shipped to Benghazi.
- Clearance has been received from the Ministry of Telecommunications to clear Thuraya equipment for UNHCR and UNFPA. UNFPA has also requested to import VHF radios and they have been succesfuly added to the ETS licence and received customs clearance.
- The International Organisation for Migration (IOM) has requested the ETS to programme their radios. The ETS is waiting for the necessary information in order to prepare the codeplugs first.
- The inter-agency call centre received 135 calls during the last week alone.

3. NIGERIA

Security situation

- The situation remains volatile.
- It is dry season and therefore a lot of movement of armed groups.

ETS Response

- The ETS continues to provide all security communications and data connectivity services as well as training, technical support, coordination and IM.
- Due to COVID-19 and travel restrictions, staff are monitoring all sites remotely however there are some field missions to conduct maintenance.
- The team launched the annual ETS user satisfaction survey with an average 96% satisfaction rate overall. The ETS is taking all feedback into consideration to see where it can improve its services in the north-east.
- Data connectivity is being provided to 4,365 users from 114 organisations. 165 humanitarians have received training on security communications.
- The main challenges are power issues and the funding shortfall.
- A telecommunications specialist joined the team recently and went on mission to support UNDSS who are implementing their own long-term plan of setting up SOCs in six locations outside the north-east. This is separate to the TESS project.
  - TESS: the ETS is engaging with the TESS coordinator to start implementing remote SOCs in eight sites in early 2021. All arrangements are in place and the team is now procuring equipment. A technician will implement in 2-3 sites and the ETS will do the other sites.
- The Deputy Global ETC Coordinator gave a quick overview of the TESS project. TESS is an independent group jointly led by the Inter-Agency Security Management Network (IAMSN), Technology Advisory Group (TAG) and the Emergency Telecommunications Cluster (ETC), and mandated by the United Nations Department of Safety and Security (UNDSS). The project is facilitated by WFP. Its aim is to

define security communications standards and look at the future of security comms beyond radio communication. For more information on TESS, please reach out to Global.ETC@wfp.org

4. SYRIA

Security situation

- Violence continues in different locations which is affecting some cooperating partners. Two Syrian NGO workers were killed in an incident in November.
- There are no COVID-19 travel restrictions in place.

ETC Response

- In the annual user satisfaction survey, the ETC in Syria achieved a 95.6% satisfaction rate for services, including 100% satisfaction for customer support. UNICEF colleague passes congratulations on to the team for achieving this in such a difficult context.
- Funding has been allocated for Syria to focus on rehabilitation and improve SOCs in common operational areas.
- The ETC plans to improve connectivity services in Homs and Aleppo as a starting point continuing in other sites next in 2021.

6.YEMEN

Security situation

- The security situation remains volatile and unpredictable with airstrikes continuing and armed clashes erupting in the north and south.

COVID-19 response

- Self-isolation for UN staff has been reduced to one week all over the country but with additional preventive measures while moving around.
- As of 1 November, some offices have started re-entry and this will scale up until end of January 2021.
- The ETC continues to provide IT support including connectivity to COVID-19 isolation centres in Aden and Al Hodeidah.
- The upgrade of the Ministry of Public Health and Population (MoPHP) hotline in Sana'a and the establishment of a new hotline in Aden is pending signature before proceeding. The project will take three months to be implemented once signed.
- The ETC has started ordering equipment for the isolation centre in Sana'a that is being set up outside the compound hosted by UNDP.
- The ETC continues to provide remote support while major technical incidents that required physical intervention are taken by the coordinators based in Sana'a, Al Hodeidah and Aden.

ETC Response

- As of today, ETC services are provided in 11 sites and connectivity is being used by 750+ humanitarians. The ETC also continues to provide support at eight UNDSS-managed Security Operations Centres (SOC). ETC security communications services are provided to more than 2,700 users across Yemen.
- Since January, the ETC helpdesk has registered and addressed more than 14,000 tickets.
- The ETC is engaging in the Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP) process for 2021.
- This week, the team will launch the annual user satisfaction survey to help identify areas to strengthen existing activities and areas in response to needs.
- The planned new UN hubs in Marib and Hajjah are still in progress. The ETC will provide services once they are open.
- Equipment needed to extend the coverage in Aden city is still in Djibouti.
- Between 29 November and 6 December, the online technical capacity building will take place to 40 members of the inter-agency working group.
- The ETC is planning to provide connectivity in Aden airport as requested.

Teleconference/Meeting ended at 13:51 UTC
Next Global ETC Joint Teleconference will be held on TBC.

Acronyms

CIC	Camp-in-Charge
CO	Country Office
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
IOM	International Organization for Migration
ISP	Internet Service Provider
IT	Information Technology
NGO	Non-Governmental Organizations
SOC	Security Operations Centre
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNRWA	UN Relief and Works Agency for Palestine Refugees
WFP	World Food Programme
WHO	World Health Organization

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

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

Minutes: Suzanne Fenton, WFP