

YEMEN – Conflict

ETC Situation Report #50

Reporting period 01/11/2020 to 30/11/2020

ETC Yemen Situation Reports are issued monthly.

Highlights

- The ETC continues to provide critical Internet connectivity to 676 humanitarians across 11 sites in Yemen, and communications services, including security telecommunications to a total of 2,043 responders from eight Security Operations Centres managed by UNDSS across the country.
- Since 1 January 2020, the ETC helpdesk has received and resolved 18,199 issues from responders.

The ETC User Satisfaction Survey is being launched to gather feedback and determine areas of improvement to meet the evolving needs on the ground.



The ETC continues to provide critical communications services to the response community across Yemen.
Photo: ETC Yemen

ETC Activities

COVID-19 response

- As part of the response to COVID-19, ETC internet connectivity services continue to be provided in isolation centres in Aden and Al Hudaydah.
- The ETC has received the necessary funding to proceed with the upgrade of a COVID-19 hotline in Sana'a for the Ministry of Public Health and Population (MoPHP) and the establishment of a new hotline in Aden. The Memorandum of Understanding between the World Health Organization (WHO), World Food Programme (WFP) and the MoPHP is being signed.
- 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.

ETC activities

- The ETC is working with sub-cluster coordinators in Al Hodeidah and Aden to draft the ETC workplan for 2021 as part of the Humanitarian Response Plan (HRP) process.
- The ETC installed equipment to improve connectivity services at the UN hub in Al Mukalla, which is managed by the UN Development Programme (UNDP).

- The team in Aden is supporting the implementation of three WHO-funded connectivity projects, including the rehabilitation of IT infrastructure in Aden University and Ameen Nasher Higher Institute for Health Sciences to encourage online learning and interaction with global institutions. The third project will be at the Ministry of Health to enable the humanitarian community to enhance public awareness about the COVID-19 pandemic, engage with the community and spread prevention messages.
- The ETC in Al Hodeidah completed the installation of equipment in the WFP guesthouse and the UN guesthouse to improve network security and bandwidth management.
- The ETC restored Internet connectivity services in the WFP guesthouse in Aden.
- The team is preparing for providing virtual training course to build national IT capacity.

ETC Planned Activities

- The ETC has been requested to technically support 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. Discussions are ongoing.
- 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 in coordination with the UN Office for the Coordination of Humanitarian Affairs (OCHA) is reviewing the request to ensure it is in line with its mandate.
- The ETC supports in providing communications services in two new EOC sites of Taizz and Socotra is in progress, which will be operational soon. However, the team is facing logistical constraints due to restrictions on movement because of COVID-19.
- The ETC team in Aden 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 remains funded to maintain its current service provision and implement its agreed activities in Yemen until the end of 2020.
- The ETC successfully submitted a request to extend the Yemen Humanitarian Funding from 30 September to 31 December 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 will be held on TBC.
- For further information or to contact the team on the ground, please email Yemen.ETC@wfp.org

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