

YEMEN – Conflict

ETC Situation Report #51

Reporting period 01/12/2020 to 31/12/2020

ETC Yemen Situation Reports are issued monthly.

Highlights

- The ETC continues to provide critical Internet connectivity to 703 humanitarians across 11 sites in Yemen, and communications services, including security telecommunications to a total of 2,309 responders from eight Security Operations Centres managed by UNDSS across the country.
- Between 1 January and the end of December 2020, the ETC helpdesk received and resolved 20,021 issues from responders.
- The ETC User Satisfaction Survey was closed with a satisfaction rate of 91% for ETC services provided in 2020. All feedback is being reviewed to enable the ETC to determine areas of improvement to meet the evolving needs on the ground in 2021.



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

Photo: ETC Yemen

ETC Activities

COVID-19 response

- To support the response to COVID-19, the ETC is now providing Internet connectivity services in the dedicated COVID-19 UN isolation centre in Sana'a. Preventative maintenance work was also carried out at the UN clinic to ensure connectivity services are fully operable.
- As part of the response to COVID-19, ETC internet connectivity services continue to be provided in isolation centres in Aden and Al Hodeidah.
- 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

- From 14-18 December, the ETC delivered a virtual project management and practitioner capacity building session to 20 partners from 14 humanitarian organizations.
- The ETC team in Al Hodeidah carried out preventative maintenance on all its data connectivity and security telecommunications equipment to ensure the full operability of ETC services in this location.
- Internet connectivity services in Aden have been extended to ensure service continuity without interruption while staff continue to work from home.
- During the reporting period, the ETC in Yemen registered more than 900 tickets reported to the ICT helpdesk.
- 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 continues to support the provision of communications services in two new EOC sites - Ta'izz and Socotra. On 29 December, the local ISP in Aden completed the installation of a satellite terminal at the EOC in Socotra and connectivity services are fully operational.

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 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.

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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