

Local ETS Working Group - Maiduguri

Date: 16/09/2020 Time: 10:00

Online Meeting

Attendance

Chair	Khawar Ilyas (WFP/ETS Coordinator)
DRC	Adebola Adebisi Ibrahim Ishola Jumah
FHI360	Benedict Abore
MSF	Mohammed Musa
NRC	Jesse Adamu Gadzama
PUI	David Afolayan
SI	Abdulbasit Oyeniyi
UNOCHA	Blessing Adeleke
WFP	Ahmed Yusuf Caleb Anwara Dubem Umeasiegbu Mitilesh Chaubey Muhsin Mufti Oyintare Kalama
WHO	Aladesuyi James

Agenda

1. Brief update on the latest ETS activities in NE Nigeria
2. Partner updates
3. AOB

1. Brief update on the latest ETS activities in NE Nigeria

- The ETS continues to provide security telecommunications, data connectivity, voice, Information Management and coordination services to humanitarian responders.
- The internet service provider migration is ongoing and, as a result, ETS users have experienced connectivity issues during the downtime. However, communication is ongoing with partners in the deep field to ensure services are restored and performing optimally.
- Due to COVID-19 travel restrictions, the ETS has put a hold on field missions for capacity building, technical evaluations and other routine maintenance activities.
- Since the COVID-19 situation is normalizing, the ETS will commence installation of the hybrid solar-based power solution in the field locations soon. The team has prepositioned the equipment and logistics arrangement are ongoing for the installation team.
- So far this year, the ETS has provided services in eight common operational areas to approximately 3,814 users from 109 organizations (15 UN agencies and 94 NGOs).
- As part of COVID-19 precautions, the ETS now trains humanitarians on security communications standard procedures via webinars. Partners are encouraged to send training requests to the ETS on a needs basis.

2. Partner Updates

FHI360

- The team works in Bama, Banki, Dikwa and Damasak. There has been a scale-down in staff presence and, during downtimes experienced due to weather conditions, the team relies on ETS connectivity until FHI360 deploys its IT team to fix the organization's internet services.
- So far, there has been a reduced incidence of ETS IT policy violation by the team. Also, the IT team has included discussion on ETS IT policy into the orientation schedule for new hires in field locations.
- The organization is currently making changes to the internet infrastructure and, as a result, FHI360 staff may encounter some disruption of internet connectivity.

UNOCHA

- Regarding the Internet Service Provider (ISP) migration, the vendor has arranged for OCHA to share the same equipment with ETS in Red Roof in Maiduguri while making arrangements for the deployment of equipment for OCHA.

DRC

- In Damaturu, staff operate in various local government areas and return daily to town. However, if staff guesthouses are eventually provided, the team will seek technical advice from ETS on connectivity.

WFP

- The internet connectivity for the mobile storage units (MSUs) in the deep field has been functioning optimally and this aids the logistics sector operations.
- Most staff are working from home and the IT team occasionally receive complaints about power and data connectivity issues.
- The new urban intervention scheme which aids targeted beneficiaries in Lagos, Kano and Abuja is ongoing.
- As part of SCOPE activities, the team is currently printing cards for beneficiaries in Bama and Ngala.

MSF

- During the use of our private VHF network, at times, there are connections between Maiduguri and Ngala. However, the team experiences difficulties in connecting with Maiduguri using the HF radios. Similarly, the team is troubleshooting VHF/HF communications for mobile vehicles.
- ETS recommended the use of Push-To-Talk satellite devices as these are more reliable for long-distance communication.
- The team is also exploring the use of directional antennas, but this would involve raising the mast to get the line of sight and over 60-80km, which might present challenges.
- The organization's internet connectivity for sites in Ngala and Cameroun are functioning optimally.

Feedback: Mohammed can contact ETS and WFP telecoms focal point for further discussions bilaterally.

PUI

- The team has installed VHF radios in Monguno sites but is yet to install the HF radios. The PUI team requested ETS to share information on the process for requesting ETS support for security telecommunications training.
- The team noticed an SSID named ETS_M close to their Maiduguri base office and the ETS provided clarification that there is no ETS network outside Red Roof in Maiduguri.
- PUI also requested for more information and training on Push-to-Talk devices. ETS will discuss this bilaterally with the PUI focal point.

SI

- ETS programmed the newly procured VHF radios and conducted basic security communications training for the Solidarites International Maiduguri team on 11 September. There are ongoing plans to hold another training session for field staff.

WHO

- Staff presence remains skeletal. However, the team has programmed a few radios and plans to install new HF radios in some United Nations Department of Safety and Security (UNDSS) vehicles.

3. AOB

The next meeting will be in October.

Acronyms

DRC	Danish Refugee Council
ETS	Emergency Telecommunications Sector
FHI360	Family Health International
IT	Information Technology
MSF	Medicins Sans Frontieres
NGO	Non-Governmental Organisation
NRC	Norwegian Refugee Council
PUI	Premiere Urgence Internationale
SI	Solidarites International
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
WFP	UN World Food Programme
WHO	World Health Organization

All information related to the ETS operation can be found on the ETC website:

www.etcluster.org/emergencies/nigeria-crisis

For more information, or to be added or deleted from the mailing list, please contact:

Nigeria.ETS@wfp.org

Minutes: Oyintare Kalama, WFP