

Local ETS Working Group - Maiduguri

Date: 17/03/2020 Time: 10:00Hrs

Mala Kachala House, Maiduguri, Borno State

Attendance

Chair	Luis Portatadino (WFP/ETS Senior IT Specialist)
DRC	Adebola J. Adebisi (online)
IOM	Tim Anko (online)
SCI	Abraham Aikhionbare(online)
NRC	Ejiro Eshare
NRC	Jesse Adamu
OCHA	Blessing Adeleke (online)
UNDSS	Amana Hassan (online)
UNDSS	Solomon Hangem (online)
UNDSS	John Aniki (online)
WFP	Caleb Anwara
WFP	Dubem Umeasiegbu (online)
WFP	Oyintare Kalama
WFP	Ahmed Yusuf (online)
WFP	Triwik Kurniasari (online)

Agenda

1. Brief update on the latest ETS activities in NE Nigeria
2. Partner updates
3. Training requirements for humanitarians
4. IT policy and user awareness
5. New infrastructure to support deep field tools such as Scope, Kobo, and others
6. AOB

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

- In February 2020, the ETS provided services in 10 common operational areas to 90 organizations (15 UN agencies and 75 NGOs). The ETS team deployed three staff for 15 days on field missions to conduct maintenance and deploy equipment to ensure full operability of ETS services across the region, as well as provided various training on security communications to 52 humanitarians.
- The ETS requires an estimated budget of approximately US\$ 2.9 million to carry out its activities in North-East Nigeria in 2020.
- The ETS has received all shipment of the hybrid solar-based system and deployment to deep field locations is expected to commence soon.

2. Challenges

- The ETS is facing a challenge in providing backup connectivity to humanitarian hubs, particularly remote hubs like Ngala, Gwoza, Dikwa, Bama and Damasak. The ETS, in the past, requested for Quotation (RFQ) to MNOs and Internet service providers to find out if any of them can provide connectivity services. The ETS has one active link in most locations, except Banki and Monguno, where they have two active links. The ETS aims to add a second link as backup in all deep field hubs.
- Power availability remains a challenge.
- The ETS is facing a funding shortfall to carry out its activities. It is expected to receive some funding by March.

3. Planned activities

- The ETS will deploy and install a solar-based power system in the upcoming months to support ETS services at humanitarian hubs.

4. Partners Update

Blessing Adeleke (OCHA)

- Currently in Yola and will request for ETS to configure a few radios for Yola OCHA staff.

Dubem Umeasiegbu (WFP)

- WFP conducted a SCOPE training last week for staff and partners, who work across the North-East, in Maiduguri.

John Aniki (Damaturu SOC)

- The SOC still expects the deployment of equipment to Damaturu.

ETS has not been able to deploy the equipment due to security restrictions. However, a mission has been planned to Damaturu in April.

5. Humanitarian Training Requirements

Conversations were focused on training required by humanitarian organizations from ETS in 2020.

Tim Anko(IOM)

- Basic user radio training required. He will communicate with the number of people who require this training.

John Aniki (Damaturu SOC)

- WFP staff in Damaturu require training on use of Iridium PTT and basic VHF/HF radio user training.

Ejiro Eshare (NRC)

- NRC requires training on providing solar backup supply, VSAT installation and troubleshooting, and radio programming.

Action: An official request should be sent to Nigeria.ETS@wfp.org to enable the ETS to plan training sessions for requesting organizations.

6. IT Policy and use awareness

- Organization representatives were encouraged to explain the IT policy to their staff as a lot of humanitarians when banned complain they are not aware of the existing policy.
- Discussions were focused on key points of the IT policy such as
 - ETS use of filtering traffic mechanisms to prioritize traffic in favour of work-related services
 - Prohibition of sharing ETS registered accounts with anyone else. Every humanitarian is expected to be registered on the ETS network.
 - Use of Virtual Private Networks (VPNS) is not allowed.
 - Sending/posting discriminatory, harassing or threatening messages/ videos over the internet is not allowed.
- The IT Policy can be found on the ETS login page.

7. New infrastructure to support deep field tools

- There is a new network (ETS Data Sync) that supports SCOPE and Kobo in the deep field locations.
- Organizations using these services should contact ETS for login access. There will be no limit on the number of devices for data synchronization.

- This network will only support data synchronization services.
- Organizations using other data tools are expected to contact ETS so the network can be adjusted to support such tools.

6. AOB

- Abraham Aikhionbare (SCI) suggested that organizations get a redundant VSAT link that can serve as a back-up in addition to ETS services.

Acronyms

DRC	Danish Refugee Council
EMC	Emerging Markets Communications
ETS	Emergency Telecommunications Sector
IRC	International Rescue Committee
IT	Information Technology
MNO	Mobile Network Operators
NGO	Non-Governmental Organisation
NRC	Norwegian Refugee Council
OCHA	Office for the Coordination of Humanitarian Affairs
PTT	Push-to-talk
RFQ	Request for Quotation
SCI	Save the Children International
UN	United Nations
UNDSS	United Nations Department of Safety and Security
VPN	Virtual Private Network
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

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