

Local ETS Working Group - Maiduguri

Date: 21/10/2020 Time: 10:00

Online Meeting

Attendance

Chair	Elmueiz Babikir (WFP/ETS Coordinator)
DRC	Ibrahim Ishola Jumah
FHI360	Benedict Abores
INTERSOS	Mohammed Lawan
IRC	James Mshelia
	Elizabeth Funmilayo Oyebanji
PUI	David Afolayan
SCI	Abraham Aikhionbare
UNOCHA	Blessing Adeleke
UNHCR	Sevak Abe
	Farida Bako Kenyi
WFP	Ahmed Yusuf
	Caleb Anwara
	Hafeez Esaqzai
	Mitilesh Chaubey
	Temitope Adesanya
	Oyintare Kalama

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 ETS provides end-user training and technical support to all humanitarian organizations.
- 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 soon commence installation of the hybrid solar-based power solution in field locations. The team has prepositioned the equipment and logistics arrangements are ongoing for the installation team.
- So far this year, the ETS has provided services in eight common operational areas to approximately 4,086 users from 110 organizations (15 UN agencies and 95 NGOs).
- This year, ETS has trained 144 humanitarians on security communications standard procedures.
- The Internet Service Provider (ISP) migration was successfully completed this month and all sites are now utilizing the new service.
- ETS has launched the 2020 ETS user satisfaction survey. All focal points are encouraged to create awareness amongst their teams to take the survey. The feedback will help ETS improve its services to the humanitarian community.
- The installation of the hybrid solar power solution will commence soon. The ETS team is working to ensure staff and technicians are deployed to the field, now that COVID-19 travel restrictions are beginning to ease.

2. Partner Updates

DRC

- The management team has asked staff to leave the office early, due to the outcome of the country-wide protests in some states, as the situation might escalate in other areas of the country.

IRC

- Initially, the team was working with Iridium PTT satellite phones but have decided to switch to Thuraya satellite phones, which are preferred by the organization.
- The team is also switching to solar-powered systems in field locations as this provides energy with less environmental sound disruption.

PUI

- In Monguno, the IT team is upgrading the Internet connectivity infrastructure to provide more bandwidth due to the increase in staff numbers in that location.
- In Maiduguri, the team experienced downtime in Internet connectivity due to the Mobile Network Operators (MNOs) being shut down twice in the space of three days. The IT officer enquired if ETS utilizes the MNOs and if there is a backup plan in the case of a country-wide internet shut down.

Feedback: ETS utilizes broadband from the local MNOs in Maiduguri but also relies on VSAT connectivity.

The SCI representative also advised the IT focal points to speak with their organization's management to have VSAT links, as this is key in the north-east context where the government or military may shut down connectivity from local MNOs for security reasons.

SCI

- The ETS has organized two large-scale training sessions for SCI staff. SCI will inform the ETS team when it is ready for the training of a new batch of staff.

INTERSOS

- The team is currently setting up new field offices. The IT team will set up VSAT links for Internet connectivity and VHF radios for telecommunications. The IT team will contact the ETS if there is a need for technical support.

3. AOB

The next meeting will be in November.

Acronyms

DRC	Danish Refugee Council
ETS	Emergency Telecommunications Sector
FHI360	Family Health International
IT	Information Technology
IRC	International Rescue Committee
NGO	Non-Governmental Organisation
PUI	Premiere Urgence Internationale
SCI	Save the Children International



UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
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