

Local ETS Working Group - Maiduguri

Date: 24/06/2020 Time: 10:00

Online Meeting

Attendance

Chair	Khawar Ilyas (WFP/ETS Coordinator)
ALIMA	Shehu Abubakar
FHI360	Ibrahim Enwuzor
SCI	Akhionbare Abraham
UNDSS	Amana Hassan
World Bank	Chris Igwuilo
WFP	Luis Portatadino
	Caleb Anwara
	Dubem Umeasiegbu
	Oyintare Kalama
	Ahmed Yusuf
	Triwik Kurniasari

Agenda

1. Brief update on the latest ETS activities in NE Nigeria
2. Partner updates
3. Update on Mobile Network Operators (MNOs) in field locations
4. Security Communications
5. AOB

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

- ETS continues to provide security telecommunications, data connectivity, voice, Information Management and coordination services to humanitarian responders.
- IT focal persons are encouraged to request end-user training on security communications if there is a need in their organizations.
- So far this year, the ETS has provided services in 10 common operational areas to about 3,269 users from 101 organizations (15 UN agencies and 86 NGOs).
- So far this year, the ETS has trained 139 humanitarians on security communications standard procedures but due to COVID-19 precautions, face-to-face training has been suspended.
- Power availability remains a challenge. However, ETS will install the solar-hybrid power solution in the field locations when the Government lifts travel restrictions in the country.
- ETS is gathering data on the availability of Mobile Network Operators (MNOs) services (voice and 3G) in the North East and how humanitarians view the reliability of the available services. ETS will consolidate these inputs and share to enable humanitarians to make strategic decisions on the utilization of these services.

2. Partners Update

SCI

- Save the Children mainly use satellite phones but a few staff use radios. ETS has conducted three training sessions for SCI in the past, and when the next refresher training is due, SCI will reach out to ETS.

WFP

- Most staff are working from home, and the poor power supply still poses a challenge to many.
- Recently sites the team has connected remotely using VHF radios have been experiencing downtime in connectivity, which has led the team climbing the mast to unplug and reconnect the connectors. The team is planning mast maintenance across the North-East.

FHI360

- So far, ETS has been supportive in the field locations, and there has been a drastic reduction in complaints regarding internet misuse due to the recent webinar organized by ETS on IT policy and user awareness.

ALIMA

- The team is expanding its internet capacity in Monguno to meet the increasing number of users. The IT focal person further explained that ALIMA uses the KA band for internet connectivity, and there is a need to include a link for basic communication for staff.

- The team also appreciates the ETS training about 40 ALIMA staff in Monguno on VHF radio communication.
- The team also plans to deploy Iridium PTT satellite phones in the coming months and will request for ETS support in providing end-user training for ALIMA staff.

World Bank

- The security representative had visited the North-East before the ETS established security communications services and is appreciative of ETS and WFP's contribution to the provision of security communications in the region.

Feedback: Due to the criticality of security communications and especially because of the recent attacks targeting the humanitarian hubs, the ETS is directly engaged with security representatives to stress the importance of security communications in all field locations.

3. AOB

None

Acronyms

ALIMA	Alliance for International Medical Action
ETS	Emergency Telecommunications Sector
IOM	International Organization for Migration
IT	Information Technology
LSA	Local Security Assistants
NGO	Non-Governmental Organisation
SCI	Save the Children International
SOC	Security Operations Centre
UN	United Nations
UNDSS	United Nations Department of Safety and Security
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