

## Local ETS Working Group - Maiduguri

**Date: 21/01/2021    Time: 10:00**

### Online Meeting

#### Attendance

Chair	Bhawana Upadhyay (WFP/ETS Coordinator)
ICRC	Henry Filibus
PUI	David Afolayan
	Hassan Malgwi
UNDSS	John Aniki
UNOCHA	Blessing Adeleke
UNHCR	Sekav Abe
WFP	Ahmed Yusuf-Maiinji
	Caleb Anwara
	Dubem Umeasiegbu
	Mitilesh Chaubey
	Okeke Nwakaego
	Oyintare Kalama
	Sarah Omebe
	Unity Oware
World Bank	Chris Nna Igwuilo
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 (IM) and coordination services to humanitarian responders.
- The ETS provide security telecommunications services in Maiduguri, and Damaturu and Yola metropolitan areas, and Internet and security telecommunications in the eight humanitarian hubs in Borno State – Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno and Ngala.
- Throughout 2020, the ETS provided services in eight common operational areas to approximately 4,559 users from 115 organizations (15 UN agencies and 100 NGOs).
  - 203 humanitarians were trained on security communications standard procedures.
  - 1,204 issues were resolved by the helpdesk.
- The contractors have completed installations of the hybrid solar-powered system in three locations – Dikwa, Ngala and Gwoza – to support ETS infrastructure. Installation activities at the remaining field locations will continue in the week beginning from 25 January.
  - The team is experiencing flight cancellations to the field because of COVID-19 precautions and security challenges which is impacting on planning for the installations.
- The ETS requires funding for the continuation of its services in 2021. Currently, the ETS has funding to sustain its operations until March 2021. The team continues to develop funding proposals to mitigate this issue.

## 2. Partner Updates

### WHO

- Due to the reduced staff presence in the office, there have been fewer IT and telecommunications (TC) related issues arising. Currently, the WHO team is working on fixing a faulty repeater in the Lagos office.

### UNOCHA

- The UNOCHA team needs to reprogram some VHF radios and will visit the ETS office this week.

### World Bank

- The World Bank representative made enquiries about the restriction of ETS services to the North-East (NE) and how ETS can support their HF communication during field visits to the NE. This support will enable the visiting team to connect with the Security Operations Centre (SOC). The ETS team agreed to hold discussions on this bilaterally.

#### UNDSS

- The Damaturu SOC operator requested information on when the ETS team will install the DMR equipment sent to Damaturu in December 2020. The ETS aims to commence installation in March, after completing the solar hybrid system installation in Borno state and receiving receipt of security clearance to travel to Damaturu.

#### PUI

- Based on discussions held in 2020, when the staffing plan for the PUI office in Monguno is finalized, PUI will forward a training request to the ETS.

#### ICRC

- ICRC is experiencing issues with the functionality of its HF equipment. This issue will be shared with the ETS team for further support.

#### UNHCR

- UNHCR is currently in Mubi to build a VHF network. However, the team has experienced challenges with the frequencies. UNHCR uses ICOM radios and not Motorola like other agencies and wants to know if the ETS can share the VHF frequencies used in the NE.

**Feedback:** The ETS TC specialist explained that the Nigerian Communications Commission (NCC) regulates the frequencies and that two sets of infrastructure cannot be used with the same frequencies. The UNCHR team has two options – either align their radio frequencies with the ETS infrastructure and bring their equipment to the ETS for programming, or request frequencies from the NCC for their operations in Mubi. The ETS team will further discuss this bilaterally.

### 3. AOB

Procuring new SIM cards has become challenging due to new government measures on the issuance of SIM cards. Discussions are ongoing with the Operational Management Team (OMT) in Abuja regarding SIM cards for international staff.

### Acronyms

DMR	Digital Mobile Radio
ETS	Emergency Telecommunications Sector
HF	High Frequency
ICRC	International Committee of the Red Cross
IM	Information Management

IT	Information Technology
NCC	Nigerian Communications Commission
NE	North East (of Nigeria)
NGO	Non-Governmental Organisation
OMT	Operational Management Team
PUI	Premiere Urgence Internationale
SOC	Security Operations Centre
TC	Telecommunications
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
VHF	Very High Frequency
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](http://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](mailto:Nigeria.ETS@wfp.org)

**Minutes:** Oyintare Kalama, WFP