Local ETS Working Group - Maiduguri

Date: 22/09/2021   Time: 10:00

Online Meeting

Attendance

Chair	Oyintare Kalama (WFP/ETS IM)
ACF	Samuel Ebute
ALIMA	Sebastien Kusznier
FHI360	Azeez Adedipe
	Ibrahim Enwuzor
MDM	Emmanuel Bitrus
	Johnson Ishaya
MERCY CORPS	David Adamu
	Emmanuel Omirinde
PUI	Hassan Malgwi
SI	Abdulbasit Oyeniyi
	Louis Mapendo
UNDSS	Adamu Iguda
	John Aniki
	Nwanmaaghyi Ninyio
UNHCR	Bako Farida Kenyi
	Sekav Abe
UNICEF	Taiwo Aiyedun
	Adekunle Oluyomi
UNOCHA	Blessing Adeleke
WFP	Amana Mbahi
	Caleb Anwara
	Karim Saleh
	Mithilesh Chaubey
	Salamatu Yohanna

Agenda

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

1. Brief update on the latest ETS activities in north-east Nigeria

Security situation

- The unpredictable security situation continues to affect humanitarian access to operational areas, with a limited number of days approved for field missions.

ETS services

- The ETS provides security communications, Internet connectivity, Information Management (IM) and coordination services to humanitarian responders.

- The ETS provides security communications services in Maiduguri, Damaturu and Yola metropolitan areas, and Internet and security communications in the eight humanitarian hubs in Borno State – Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno and Ngala.

- The ETS is available to provide on-demand training for humanitarian organizations.

ETS activities

- In 2021, the ETS has provided services in eight common operational areas to approximately 3,124 users from 99 organisations (16 UN agencies and 83 I/NGOs) and resolved 758 issues logged by the helpdesk.

- The ETS is yet to fix ongoing technical issues in several locations due to the limited number of days approved for missions. However, the team will conduct multiple trips to resolve the connectivity challenges.

- The ETS team is currently in Bama to fix connectivity issues and conduct maintenance on the security communications equipment.

2. Partner Updates

UNICEF

- UNICEF raised the point that there is no unified list of HF frequencies as the UNDSS frequencies are different from the UNICEF frequencies. There is a need for all frequencies to be unified. The ETS IM explained that the ETS team has concluded the documentation for a unified code plug and will roll it out soon.

- The UNICEF team is expecting the UNDSS team to install new repeaters in Abuja.

FHI360

- The FHI360 team is in Banki to configure the routers and connect the staff to the newly installed C-band Internet network.

- The team installed a C-band network in Banki, Bama and Ngala and has run several tests. Staff have provided positive feedback on the quality of the new service.

  o There were enquiries on how long FHI360 has used the new network and if the ISP was locally sourced. The FHI360 team confirmed that they have used this service for a month and that the vendor is in Maiduguri.

  o The MDM team also confirmed that they have been using the same Internet Service Provider (ISP) – KA band – for several years, and their service is optimal.

  o The SI team also confirmed that they have been using the same ISP for the last four years with optimal services and swift technical support whenever there are issues.

UNHCR

- The main challenge experienced is security communications, especially in areas where there are no other UN agencies. The team will draw up a plan and involve ETS to solve the security communications issues.

MDM

- The MDM team is experiencing challenges with VHF coverage in Damboa as it doesn't cover the frequency range for areas where activities are conducted. The team will reach out to ETS officially for technical support.

ALIMA

- The ALIMA team is no longer in Monguno. The ALIMA representative also requested an opportunity to share a proposal for an Internet connectivity partnership with humanitarian organizations in Maiduguri. The ETS will fix a bilateral meeting to discuss the details of the project.

UNICEF

- The UNICEF team received a report from UNDSS that some VHF radios do not reflect the radio IDs on their software when staff call in. This will be discussed bilaterally with the ETS team to troubleshoot the issue.

MERCY CORPS

- INGOs operating in the field locations are facing connectivity challenges as vendors are pulling out, and the user experience is poor. The IT officer inquired if the ETS could extend its connection

to INGOs outside the hub and the ETS team explained its mandate to provide services and the bandwidth limitation.

- o The ETS IM officer further explained that the team would collate a list of ISPs used by humanitarian organizations. This will serve as a guide for organizations requiring an ISP change.

3. AOB

None

Acronyms

ACF	Action Contre la Faim
ETS	Emergency Telecommunications Sector
FHI360	Family Health International
IM	Information Management
ISP	Internet Service Provider
IT	Information Technology
INGO	International Non-Governmental Organisation
MDM	Medicins du Monde
NGO	Non-Governmental Organisation
PUI	Premiere Urgence Internationale
SI	Solidarites International
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNICEF	United Nations Children's Fund
VHF	Very High Frequency
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, ETS Information Management Officer