Local ETS Working Group - Maiduguri

Date: 25/11/2021   Time: 10:00

Online Meeting

Attendance

Chair	Mithilesh Chaubey (WFP/ETS Coordinator OIC)
FHI360	Ibrahim Enwuzor
MDM	Johnson Ishaya
OCHA	Blessing Adeleke
SIF	Ijai Thliza
UNICEF	Adekunle Oluyomi
	Taiwo Aiyedun
WFP	Amana Mbahi
	Karim Saleh
	Oyintare Kalama
	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, ICT helpdesk, 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 connectivity services in eight common operational areas to 3,501 users from 104 organisations (16 UN agencies and 88 I/NGOs) and resolved 941 issues logged by the helpdesk.

- The ETS team closed the ETS user satisfaction survey on 19 November with 900 respondents. The survey report will be shared after the analysis is completed.

- The ETS has compiled a list of Internet Service Providers (ISPs) utilized by humanitarian organizations in Borno state to assist local working group members in making informed decisions.

- The reconstruction of the Dikwa humanitarian hub is ongoing and the ETS will commence serving humanitarians after the completion of the hub.

- Lack of access to operational areas due to the unpredictable security situation remains a challenge.

2. Partner Updates

UNICEF

- UNICEF requested for feedback on the satellite phone that was sent to ETS for an upgrade and the ETS team responded that feedback will be provided after the meeting.

- The UNICEF team enquired about the requirements to set up a satellite phone network in Abuja and the ETS team explained all requirements.

FHI360

- The FHI360 team is working with a partner to develop software for managing volunteers. The team is also seeking recommendations for logistics and warehouse management software. The ETS team requested FHI360 to share a mail requesting for recommendations and this will be shared with the logistics sector to provide support.

OCHA

- The OCHA team will reach out to the ETS team to provide technical advice for the installation of an indoor unit satellite phone.

3. AOB

- None

Acronyms

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
TC	Telecommunications
UN	United Nations
UNOCHA	United Nations Office for the Coordination of Humanitarian affairs
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