

## Local ETS Working Group - Maiduguri

**Date: 29/04/2021    Time: 10:00**

### Online Meeting

#### Attendance

Chair	Ernest Aho (WFP/ETS Coordinator)
FHI360	Ibrahim Farouk Enwuzor
IOM	Timothy Anko
IRC	James Mshelia
MERCY CORPS	Emmanuel Omirinde
	David Adamu
UNDSS	John Aniki
UNOCHA	Blessing Adeleke
UNICEF	Adekunle Oluyomi
WFP	Amana Mbahi
	Burak Sezgin
	Caleb Anwara
	Dubem Umeasiegbu
	Mitilesh Chaubey
	Nwakaego Okeke
	Oyintare Kalama
	Unity Oware

#### 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 North-East Nigeria

### Security situation

- The unpredictable security situation continues to affect humanitarian access to operational areas.

### ETS services

- The ETS provides security telecommunications, Internet connectivity, Information Management (IM) and coordination services to humanitarian responders.
- The ETS provides security telecommunications services in Maiduguri, 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.
- The ETS team does not conduct equipment maintenance for organizations. However, the team can provide support in troubleshooting issues and technical advice.
- The ETS is available to provide on-demand training for humanitarian organizations.

	Training Category	List of Training
1	Information Technology (IT)	ETS IT Policy User awareness session
2	Telecommunications (TC)	Basic User training on
		<ol style="list-style-type: none"> <li>1. VHF use</li> <li>2. HF use</li> <li>3. Satellite phone use</li> </ol>
		Technical training on
		<ol style="list-style-type: none"> <li>1. VHF installation</li> <li>2. HF installation</li> <li>3. Satellite phone installation</li> <li>4. Call sign management</li> <li>5. Web console for DMR (UN agencies only)</li> <li>6. Basic SOC operators training</li> <li>7. Advanced SOC operators training</li> </ol>

### ETS activities

- In 2021, the ETS has provided services in eight common operational areas to approximately 2,365 users from 84 organisations (12 UN agencies and 72 I/NGOs) and resolved 323 issues logged by the helpdesk.
- The hybrid solar-power system in seven locations – Bama, Banki, Damasak, Gwoza, Maiduguri, Monguno and Ngala – to support ETS infrastructure has been completed. The system in Dikwa was destroyed during the attack by insurgents.

## 2. Partner Updates

### *MERCY CORPS*

- The Mercy corp team is currently scaling up HF/VHF services and is in contact with the ETS team.
- The availability of ISPs has become a problem in deep field locations with telco coming up. The options for service providers are limited and, most of them are pulling out due to security situations. The team wants to know if ETS can provide connectivity services to organisations that need connectivity instead of going to the humanitarian hub.

**Feedback:** The ETS is a common-service provider for all humanitarians in the North East- providing connectivity in the humanitarian hubs and not for individual organizations. However, ETS has a database of organizations and details of their ISPs- we would update that list and share on request. This database can help IT focal persons contact the ISPs and make informed decisions. The ETS IT team can work with Mercy Corps to investigate the reliability of ISPs in Damboa and provide technical advice.

### *FHI360*

- The internet connectivity has been unreliable in Banki and Ngala, and staff depend on the ETS network most times. The team is setting up C-band connectivity for FHI360 staff in those locations to improve connectivity services in these locations.
- The team is also interested in VHF/HF training and will communicate with the ETS as soon as plans are finalized.

### *UNDSS*

- The Damaturu Security Operations Centre (SOC) operator requested information on the pending upgrade of the VHF radio system in Damaturu. The ETS will inform the UNDSS on the date for the missions, which has been scheduled in May.

### 3. AOB

None

#### Acronyms

ETS	Emergency Telecommunications Sector
FHI360	Family Health International
HF	High Frequency
IM	Information Management
IOM	Internationa
IRC	International Rescue Committee
ISP	Internet Service Provider
IT	Information Technology
NE	North East (of Nigeria)
NGO	Non-Governmental Organisation
PTT	Push to Talk
SOC	Security Operations Centre
TC	Telecommunications
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNICEF	United Nations Children's Fund
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
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](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