Nigeria, Crisis

Local Working Group Meeting
Date: 25/01/2022 **Time:** 10:00 UTC +1

All information related to ETC operations can be found on the website: **www.etcluster.org**

For more informations or to be added or deleted from the mailing list please contact:

Nigeria.ets@wfp.org

Attendance

Chair	Bhawana Upadahyay
ACF	Victor Yusuf
FHI360	Ibrahim Enwuzor
IOM	Tim Anko
IRC	Kingsley Usie
MDM	Emmanuel Bitrus
PUI	Hamman Mshelia
UNICEF	Adekunle Oluyomi
UNDSS	John Aniki
World Bank	Chris Iguwilo
WFP	Amana Mbahi
	Caleb Anwara
	Dubem Umeasiegbu
	Karim Saleh
	Mithilesh Chaubey
	Oyintare Kalama
	Salamatu Yohanna
	Sarah Omebe
	Unity Oware

Agenda

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

Minutes

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.

- 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.

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

ETS activities

- In 2021, the ETS provided services in eight common operational areas to 3,642 users from 104 organisations (16 UN agencies and 88 I/NGOs) and resolved 1,014 issues logged by the helpdesk.

- In 2021, the ETS installed the hybrid solar power equipment in five locations – Bama, Banki, Damasak, Monguno and Maiduguri – in addition to the three installations completed in 2020.

- The ETS team has fixed all connectivity issues in Damasak, and the internet is now stable in preparation for the re-opening of the humanitarian hub.

- The team plans to commence missions to Dikwa from the first week of February to install connectivity and security communications equipment in the humanitarian hub in Dikwa.

- In November 2021, the ETS conducted an assessment in Bama to explore the need for services for communities and plans to pilot the services for communities project in 2022.

- The new ETS coordinator will be available during the next local Working Group meeting.

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

2. Partner Updates

UNICEF

- In 2022, the UNICEF team requires support to expand the VHF coverage in Abuja, as some locations are not covered.

  Feedback: The meeting Chair explained that a UNDSS/WFP/UNICEF team conducted a joint assessment on the VHF coverage in Abuja last year. The outcome was positive as the coverage was good.

- The team also requested that a UNDSS representative attend the ETS meeting to provide the support needed by local Working Group members.

World Bank

- The opening of the office in Maiduguri was delayed due to the pandemic, but the office is now open with a few staff. As soon as the mission commences, the team will collaborate with ETS.

- The team will require ETS to include the operational vehicles in the VHF network as soon as operations kick-off in the North East.

- The World Bank representative also raised concerns about the inadequate VHF coverage in Abuja and Lagos. He suggested that a working group on VHF coverage be inaugurated in these locations to discuss solutions to resolve the coverage challenges.

- In the last security cell meeting, it was mentioned that there was an assessment of the VHF coverage in Abuja, and it is working well. However, there are still coverage challenges in locations including Gwarimpa.

  Feedback: The WFP representative explained there are two VHF networks operational in Abuja - the UNDSS analog and the WFP digital network. The assessment team conducted the test on the digital network as the analog network was not functioning then. However, the digital network covers a lot of locations in Abuja, including Gwarimpa, parts of Kubwa and Lugbe. There are also plans to expand the VHF network in Abuja, but the team is waiting for input from UNDSS.

- The World Bank and UNICEF representatives suggested that the feedback from the test should be shared widely so that stakeholders are adequately informed.

FHI360

- The FHI360 team has procured and set-up a C-band internet infrastructure for all its field locations – Bama, Banki, Damasak and Ngala.

- Staff have returned to Damasak and all necessary infrastructure is in place to ensure a smooth operation.

- The team has also selected two vendors to provide a last-mile microwave network for the Maiduguri office.

- The FHI360 team has provided solar-powered systems to ensure the 24/7 availability of internet services for its field staff.

MDM

- The VHF coverage in Damboa remains a challenge. Although the team sought help from ETS, the manual adjustments carried out did not resolve the challenges.

  Feedback: The ETS Telecommunications Associate explained that since the ETS does not have repeaters in Damboa, he advised that the team switches to the Simplex mode that works within a limited distance.

- The team has procured additional VHF radios and will reach out to the ETS team to program these radios.

UNDSS

- All security communications systems are functioning optimally in the Damaturu Security Operations Centre (SOC), except the dispatcher console that no longer has space for new VHF radio registrations.

  Feedback: The ETS Telecommunications associate explained that the licenses for the Damaturu SOC are limited, and he will work bilaterally to remove inactive radios from the system.

WFP

- The WFP IT team is working to re-activate the Common Feedback Mechanism (CFM) call numbers, to enable beneficiaries to use the system.

PUI

- The team is experiencing challenges with the VHF coverage in some facilities in Monguno. The ETS team will attend to this on the next mission to Monguno.

- The team also plans to upgrade the internet connectivity to a C-band infrastructure.

ACF

- The ACF team is experiencing challenges with the internet connectivity in Monguno and is considering the option of a C-band instead of the current KA and KU band in use.

Acronyms

ACF	Action Contre la Faim
CFM	Common Feedback Mechanism
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
SOC	Security Operations Centre
TC	Telecommunications
UN	United Nations
UNDSS	United Nations Department for Safety and Security
UNICEF	United Nations Children's Fund

VHF   Very High Frequency
WFP   UN World Food Programme

Minutes: Oyintare Kalama, World Food Programme