

## Nigeria, Crisis

### Local ETS Working Group Meeting

Date: 26/09/2024 Time: 10:00 UTC +1

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All information relating to the ETS in Nigeria can be found on the ETC website:

<https://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)

## Attendance

### Chair

CA  
FAO  
IMC  
IOM  
  
NRC  
Plan International  
PUI  
SI  
UNDP  
UNDSS

### Patrick Midy

Christian Osuji  
Emeka Osigwe  
Makama Audu  
Alabi Shola  
Anko Timothy  
Abubakar Ali  
Musa Abdulrasheed  
Saleh Abdulahamid Isah  
Abdulbasit Oyeniya  
Sylvester Okeke  
Achir Dzwa  
Aliko El-Rasheed  
Isa Salisu  
Jacob Billiyok  
Batrus Miwai Gbogbo  
Comfort Adetona  
Adekunle Oluyomi  
Oluwafemi Agbelua  
Blessing Adeleke  
Akhere Inegbeniki  
Amina Alhassan  
Barka Iliya  
Bonnie Anidobi  
Dubem Umeasiegbu  
Naomi David  
Sarah Omebe

ETS

Amana Mbahi  
Caleb Anwara  
Oluwashina Oni  
Patrick Midy  
Salamatu Yohanna  
Unity Oware

## Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. IT Helpdesk services presentation
3. Partners Update
4. AOB

## Minutes

### 1. Update on the latest ETS activities in north-east Nigeria

#### Security Situation

- Violent incidents in the northeast and banditry in the northeast continue to be major factors that contribute to instability within Nigeria.

#### ETS Services

- The ETS provides security communications, internet connectivity, ICT helpdesk, service for communities, Information Management (IM), and coordination services to humanitarian responders.
- The ETS provides security communications services in Damaturu and Yola metropolitan areas. Internet and security communications services are delivered in the eight humanitarian hubs in Borno State—Bama, Banki, Damasak, Dikwa, Gwoza, Maiduguri, Monguno, and Ngala.
- The ETS is available to provide user and security communications training on demand at no cost.

#### ETS activities in September

- In September, the ETS provided internet services in eight common operational areas to 1,180 users from 126 organisations (19 UN agencies and 107 INGOs) and resolved 66 issues logged by the ICT helpdesk.

- The ETS began the delivery of its basic Very High Frequency (VHF) radio user refresher training on 21 August, and this will continue for two months in 2024. The training is aimed at all partners working in north-east Nigeria and will show newly deployed staff on how to use handheld radios in the deep field and provide a refresher for other staff. On 21 August, 49 humanitarian staff were trained in Bama—25 from UNDP, 13 from FAO, and 11 from UNHCR.
- The ETS continued working on the Cloud infrastructure migration exercise, developed earlier in the year, to expand the scope of its disaster response plan. WFP is reviewing the proposal provided by contracted cloud partner. The ETS has called for a first meeting among the stakeholders to clarify some of the points in the proposal. The migration exercise will ensure availability of back-up data in the event of an emergency.

## 2. Partner Updates

### Christian Aid (CA)

- ETS partner—Christian Aid—enquired about the ETS internet services and locations. Christian aid would like to know where and how users can have access to the ETS shared internet service and how the helpdesk can support.
- The ETS explained that the internet services are available in eight locations of Borno State. The ETS further explained that to access the internet in those locations, the users must be present at any of the locations, the user must be registered on the internet platform using the login details provided by ETS helpdesk and must be close within range of where the internet access points are installed.
- Additionally, Christian Aid seeks ETS support in recharging its Satellite phones, programming and registering of its VHF radios.
- The ETS explained that they do not offer Satellite phones recharging services and advised Christian Aid to reach out to the vendor who supplied the satellite phones.

### International Medical Corps (IMC)

- ETS partner—International Medical Corps (IMC)—indicated that their VHF radio batteries are unable to store power for long. IMC seeks ETS supports in replacing the batteries to ensure effective operational use.
- The ETS explained that WFP has a Long-Term Agreement (LTA) with Danimex. ETS advised IMC to send an email to [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) to request the details of the vendor, and also for IMC to ensure they receive certification from the local authorities.

### Premiere Urgence Internationale (PUI)

- ETS partner—Premiere Urgence Internationale—newly relocated their country office in Abuja to a location around Abuja. However, PUI has been facing internet challenges in the new area due to the high subscriber base of the Internet Service

Provider (ISP) they use. PUI is seeking ETS supports in identifying alternative ISPs to ensure PUI staff work efficiently.

- The ETS explained that the ISP PUI uses has been saturated for a while. The ETS advised PUI to contract another ISP which is cost effective and can support PUI services. PUI will send a request for support to [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org).

#### United Nations High Commission for Refugees (UNHCR)

- UNHCR appreciates ETS for the VHF radio user training that was provided to 11 of UNHCR staff. The staff now has full knowledge and skills on how to communicate via the VHF radios while they work in the deep field.
- However, UNHCR enquires about the future of VHF radio programming based on {TESS+} webinar that all agencies will soon commence programming their individual VHF radios. UNHCR would like to know if this would be implemented in Nigeria, or the programming of the radios would still be done by the ETS.
- The ETS explained that the procedures for programming VHF radios, for ETS, is different to the {TESS+} procedures. The ETS further explained that it will organise a training for the agency's focal points on VHF radio programming.

#### United Nations Office of the Coordination for Humanitarian Affairs (UNOCHA)

- UNOCHA appreciates the ETS support on the relocation of the Security Communications System (SCS) in Damaturu from the WFP compound to the UNOCHA office. UNOCHA wants to know the status of the relocation. UNOCHA further stated that the security communications services are functioning, and it's been helping the UNDSS track staff movements and radio calls.
- The ETS appreciates UNOCHA in providing staff support to relocate the SCS equipment. The relocation of the Security Operations Centre (SOC) was successfully conducted from 09 to 16 September.

#### United Nations Department of Safety and Security (UNDSS)

- UNDSS appreciates the ETS support in optimizing the internet connectivity in Damasak. However, UNDSS also notified the ETS of a faulty ventilation system in the Damasak SOC—this was escalated to the IOM hub management who implemented a temporary solution until a long-term solution is provided by the ETS during the next scheduled routine maintenance mission to Damasak.
- The ETS appreciates UNDSS and IOM for the support in resolving the ventilation system issue. Further, the ETS will reach out to UNDSS to follow up on the repair or replacement if needed.

#### United Nations World Food Programme (UNWFP)

- WFP appreciates the ETS for the relocation and setting up of the SOC in Damaturu from the WFP office to the UNOCHA office. However, WFP highlighted some coverage issues affecting communications via the VHF radio in some area around Damaturu metropolis.
- The ETS appreciates WFP for highlighting this information. The ETS further stated that the SOC in Damaturu would be contacted for further follow up.

### 3. AOB

- The ETS is planning to improve its engagement and support to partners in the northeast by including new topics in the Local ETS Working Group meetings, including short training sessions on VHF radio, data connectivity, and exploring new ideas for services for communities. The sector requested partners to send ideas on how to improve the Local ETS Working Group engagements via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org).
- Following reports of leakages in the SOCs caused by heavy rainfall, the ETS is working in collaboration with the Logistics Sector to resolve the leakage issues in Gwoza, the last affected place out of six deep field locations in North-East Nigeria.

## Next meeting

The next Local ETS Working Group meeting will take place on **31 October 2024**.

## Acronyms

ETS	Emergency Telecommunications Sector
IM	Information Management
IOM	International Organization for Migration
ISP	Internet Service Provider
IT	Information Technology
INGO	International Non-Governmental Organisation
JDF	Jireh Doo Foundation
NGO	Non-Governmental Organisation
SI	Solidarites Internationale
SOC	Security Operations Centre
UN	United Nations
UNDSS	United Nations Department for Safety and Security
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
VHF	Very High Frequency
WFP	World Food Programme

**Minutes: Oluwashina Oni, ETS Nigeria Information Management Officer (IMO)**