

## Nigeria, Crisis

### Local ETS Working Group Meeting

Date: 27/06/2024 Time: 10:00 UTC +1

All information relating to the ETS in Nigeria 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)

## Attendance

### Chair

FAO  
IOM  
MercyCorps  
Plan International  
SI  
UNDP  
UNDSS  
  
UNHCR  
UNICEF  
UNOCHA  
WFP

### Patrick Midy

Dauda Mshelia  
Bello Yakubu  
Emmanuel Omirinde  
Musa Abdulrasheed  
Abdulbasit Oyeniya  
Sylvester Okeke  
Achir Dzwa  
Christopher Emenike  
Batus Miwai Gbogbo  
Adekunle Oluyomi  
Blessing Adeleke  
Adati Nixon  
Akhete Inegbeniki  
Benjamin Ogejuma  
Bonnie Anidobi  
Charles Achi  
Dubem Umeasiegbu  
Farouk Adamu  
Sarah Ndai  
Sarah Omebe  
Amana Mbahi  
Caleb Anwara  
Karim Saleh  
Oluwashina Oni  
Patrick Midy  
Salamat Yohanna

ETS

## Agenda

1. Update on the latest ETS activities in north-east Nigeria
2. Presentation of the Crisisnet Kit.
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 June

- In June, the ETS provided internet services in eight common operational areas to 1,070 users from 114 organisations (15 UN agencies and 99 INGOs) and resolved 59 issues logged by the ICT helpdesk.
- From 10 to 12 June and from 18 to 21 June, the ETS successfully deployed the firewall devices in Damasak and Dikwa respectively following testing and fine-tuning in the ETS lab environment. The project aims to enhance cybersecurity measures. The ETS has now completed the rollout of the new firewall system in all eight humanitarian hubs—Bama, Banki, Dikwa, Damasak, Gwoza, Monguno, Ngala, and Maiduguri.
- To resolve the power issues in Dikwa, the ETS conducted a mission from 18 to 21 June to install the hybrid solar system and security communications system at the

Security Operations Centre (SOC) located at the humanitarian hub in Dikwa. On 19 February 2021, armed groups attacked the humanitarian hub in Dikwa, damaging critical equipment inside the SOC. Following the successful installation of the hybrid solar system, ETS services—internet and security communications—are now running 24/7 to keep humanitarians safe and connected.

## 2. Partner Updates

### Food and Agriculture Organisation (FAO)

- FAO has newly recruited some staff in the northeast to support their operations. FAO seeks ETS support to conduct basic radio training for their newly recruited staff and a refresher training for some of their old staff.
- The ETS requested ETS to send a request via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) for follow up.

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

- UNDSS seeks ETS support in replacing the faulty batteries at the SOC in the Bama humanitarian hub which has been causing disruption in both internet connectivity and security communications between UNDSS and humanitarian actors. UNDSS would like to know if there are plans for replacement.
- The ETS explained that there is an ongoing plan to replace those batteries as some batteries are being prepositioned to address the power issues at the SOC. IOM is currently supporting on the logistics to have the batteries delivered to Bama. The ETS further explained that the UNDSS would be notified on the scheduled replacement mission.
- Additionally, UNDSS seeks ETS support regarding an additional frequency to be incorporated in the code plug of their radios so that they can properly monitor all channels and staff country wide.
- The ETS requested UNDSS to send a request via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) for follow up.

### United Nations International Children's Emergency Fund (UNICEF)

- UNICEF appreciates ETS on the success of the pilot testing of the CrisisNet Kit. UNICEF enquired about the maximum duration of use for partners requesting the use of CrisisNet.
- The ETS explained that the CrisisNet would only be deployed if the requesting partner meets the minimum requirements for requesting the kit. The ETS further explained that the kit is not meant for regular usage but only during an emergency.
- The ETS requested UNICEF to send a request via [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org) for follow up.

### United Nations World Food Programme (UNWFP)

- UNWFP appreciates the ETS for developing the CrisisNet Kits. WFP enquires about the internet performance of the CrisisNet during raining season and if it has been deployed during raining season or in areas where there is a sandstorm.

- The ETS stated that the CrisisNet kit has been successfully deployed in both raining season and harsh weather conditions where its internet performance was not affected.
- Additionally, WFP enquired about the process of requesting the services of the CrisisNet kit and how long it would take to receive a response, as well as train someone from the requesting agency to set-up the kit.
- The ETS explained that in handling the CrisisNet kit, a staff member from the ETS must be always present. The ETS requested WFP to apply through the [application link](#) and also send a mail of confirmation to [Nigeria.ETS@wfp.org](mailto:Nigeria.ETS@wfp.org).

### 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).

## Next meeting

The next Local ETS Working Group meeting will take place on **25 July 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
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
VSAT	Very Small Aperture Terminal
WFP	World Food Programme

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