

Nigeria, Crisis

Local Working Group Meeting

Date: 29/06/2022 Time: 10:00 UTC +1

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

www.etcluster.org/emergencies/nigeria-crisis

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

Nigeria.ETS@wfp.org

Attendance

Chair	Elmuiez Babikir
ACF	Kabir Suleiman Janet Daniel Ijudigal Manassah
FHI360	Ibrahim Enwuzor
IRC	Yakubu James
Mercy Corps	Emmanuel Omirinde
SI	Abdulbasit
SOC DMT	John Aniki
WFP	Amana Mbahi Salamatu Yohanna Dubem Umeasiegbu Marian Mgbemena Karim Saleh Sarah Omebe

Agenda

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

Minutes

1. 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, voice communication, 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 services 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.

ETS activities

- In June, ETS provided internet connectivity to 2,501 users from 92 organisations (17 UN agencies and 75 I/NGOs) with an average of 644 daily users in the Red Roof hub in Maiduguri, as well as in deep field locations. The ETS resolved 534 issues logged by the ICT service helpdesk in June.
- The ETS is 100% funded to carry out its 2022 activities.
- The ETS team conducted a joint mission to Dikwa on 14 June with UNDSS, the IOM Humanitarian Hub (HH) coordinator, UNDSS Area Security Advisor (ASA), and the Security Officer in support of the re-launch of ETS services in Dikwa, which are now up and running. As a result, humanitarian activities in the Dikwa humanitarian hub have been cleared by UNDSS to resume overnight missions.
- The ETS supported UNHAS to reprogramme their radios to a closed group simplex channel for their daily activities within the airport and also replaced a faulty Icom radio charger.
- The ETS team has successfully completed the relocation of telecommunications equipment—VHF, HF, and satellite phones—from the old bunker to the newly built bunker in Banki.
- Lack of access to operational areas due to the unpredictable security situation remains a challenge.

2. Partner Updates

WFP

- In collaboration with the ETS team, WFP IT reprogrammed UNHAS radios to a specific Simplex channel frequency with a separate colour code to ensure there will be no interference in communication with any other person that may be using the same Simplex frequency.

- WFP deployed a new link between the office and warehouse using Ubiquity fibre radios. Although the output is not very strong due to lot of interference, the ICT team is working to resolve the issue.
- The team is working to establish a toll-free hotline. The Nigerian Communications Commission (NCC) has issued a short code which the vendor has implemented. The demo system is up and running and the team is hoping to go live in the next one or two weeks. The hotline will enable beneficiaries and other communities in deep field to express their concerns, feedback, and complaints to WFP for free (the number is 1333).

Mercy Corps

- The Mercy Corps team reported experiencing frequent periods of connectivity downtime over the past few months, which is mostly power related.
- The team is also following up on projects they are working on.

Action Contre la Faim (ACF)

- The ACF team is planning to relocate services from a previous Internet Service Provider (ISP)—Hyperia and Skymax—to a new ISP based on recommendations and approval from their Country Office.

FHI360

- FHI360 requested the ETS to support or provide recommendations on general warehousing inventory management systems for Food items, Pharmacy, and NFI. The ETS team will look into liaising with the Logistics Sector on how they can support with this request.

Next meeting

The next Local Working Group meeting will take place on **20 July 2022**.

Acronyms

ETS	Emergency Telecommunications Sector
IM	Information Management
IRC	International Rescue Committee
ISP	Internet Service Provider
IT	Information Technology
INGO	International Non-Governmental Organisation
MDM	Medicins du Monde
NGO	Non-Governmental Organisation
SI	Solidarites International
SOC	Security Operations Centre
TC	Telecommunications
UN	United Nations
UNDSS	United Nations Department for Safety and Security
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

Minutes: Salamatu Yohanna, World Food Programme