

Central African Republic – Conflict

ETC Situation Report #36

Reporting period 01/06/2020 to 30/06/2020

These Situation Reports will be distributed approximately every month. The next report will be issued on or around 31/07/20.

Highlights

- The ETC in CAR is supporting the Ministry of Health to staff the dedicated COVID-19 call centre in Bangui.
- The ETC continues to roll out a new solution that can record the number of users of ETC connectivity services across all ETC sites in CAR. In June, the solution was installed in Birao and Kaga Bandoro.
- The implementation of the Telecommunications Security Standards (TESS) recommendation to enable access to satellite phones in each of the 10 Security Operation Centres (SOC) continued with installation in Paoua.



The ETC carries out installations and maintenance at the Security Operations Centre (SOC) in Birao in early 2020.

Photo credit: ETC/WFP

ETC Activities

- The ETC installed equipment to provide Internet connectivity services at the COVID-19 call centre in Bangui. The ETC is also supporting the recruitment of five operators and a call centre manager to operationalize the '1212' helpline at the centre in support of the Ministry of Health.
- The ETC continues to roll out a new solution and cloud management capabilities, which can record the number of users of ETC connectivity services in all sites. In June, the ETC set up the new equipment in Birao and Kaga Bandoro. The ETC also delivered a briefing on the creation of ETC access accounts for users of ETC connectivity services in Birao and Bambari. The project is being rolled out across all ETC sites.
- The installation of satellite phone devices in 10 Security Operation Centres (SOCs) across CAR continued, as per the recommendation issued by the Telecommunications Security Standards (TESS) project that responders have access to at least one satellite phone in each location. In June, installation took place in Paoua at the UNDSS-managed SOC.



Challenges

- The ETC funding shortfall is significantly impacting on staffing capacity and the delivery of connectivity services.
- The volatile security situation in the country remains a challenge for all humanitarians.
- Rules on the importation of satellite phone equipment impacts on the ETC's capacity to strengthen CAR's telecommunications infrastructure and complete implementation of the TESS recommendations.

Meetings

- The next Global ETC Joint teleconference will take place on **29 July 2020**.

Information

- ICT responders operating on the ground in CAR are encouraged to share their contact details with CAR.ETC@wfp.org to facilitate local coordination.
- All the information related to the ETC response in CAR can be found on the [dedicated emergency page](#) on the ETC website.

Contacts

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