TIGRAY REGION OF ETHIOPIA · CONFLICT

OPERATION OVERVIEW

The conflict crisis in the Tigray region of Ethiopia—which erupted in November 2020—has left over **90 percent of the population** in need of **humanitarian assistance**. In May 2021, the ETC was activated to coordinate and provide **critical IT and telecommunications services** to support the humanitarian response to the crisis.

ETC was activated on
28 MAY 2021

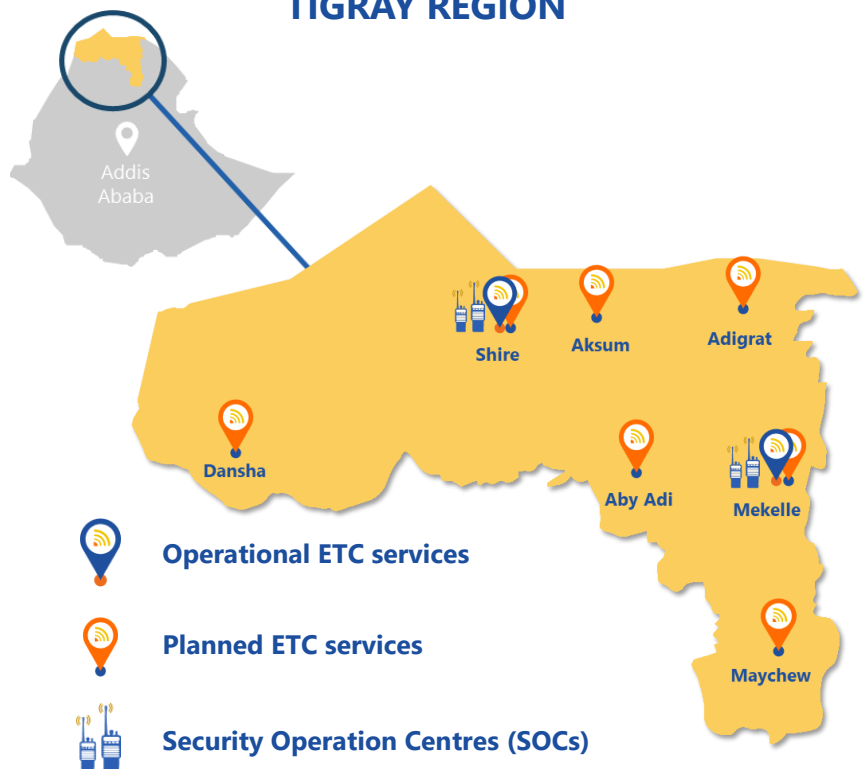ETC services provided or planned in

7 COMMON OPERATIONAL AREAS

2

SECURITY OPERATION CENTRES (SOC) supported by the ETC in Mekelle and Shire

US$500,00
received by CERF to support ETC coordination and services delivery for 3 months

TIGRAY REGION

Addis Ababa

Shire

Aksum

Adigrat

Dansha

Aby Adi

Mekelle

Maychew

Operational ETC services

Planned ETC services

Security Operation Centres (SOCs)

CONTEXT OF ICT SERVICES IN TIGRAY

- Provision and enhancement of **security communications services remains a high priority** due to the volatile security situation in the Tigray region.

- Access to Internet connectivity services for humanitarian organizations is restricted across multiple locations in Tigray. **Major challenges to the expansion of connectivity services** include restrictions on the importation of communications equipment and operating within guidelines provided by the national authorities.

- **Patchy communications** services, **power blackouts** and a **fuel shortage** continue to disrupt the delivery of humanitarian assistance.

ETC OPERATIONAL OBJECTIVES

- Provide **coordination** of ETC activities and develop and share **operational information** to support decision-making, strengthen advocacy efforts and ensure the swift delivery of services.

- Find solutions within the operational context of Tigray to provide **data connectivity services** in up to seven common operational areas to support the humanitarian response.

- Strengthen and enhance the provision of **security communications services** to support the safety and security of staff, including scaling up resources for the UNDSS-managed Security Operation Centres (SOCs).

- Conduct **capacity building** sessions and establish a radio user training programme for humanitarian organizations to strengthen staff capacity on the ground.

COMMUNICATION SERVICES FOR THE RESPONSE COMMUNITY

- **Humanitarians**— ETC security communications services are being provided in two common humanitarian areas in Tigray—Mekelle and Shire. Services include radio programming, radio training, management of radio frequencies and strengthening of security communications infrastructure. These communication services enable responders to work, stay safe in the field and communicate with colleagues.

- **Service expansion**—The ETC is ready to provide common communications services in a further five proposed common operational areas including Adigrat, Aksum, Aby Adi, Maychew and Dansha as part of the humanitarian scale-up needed to support the affected population in Tigray.

All information about the ETC response in Tigray is available on the website:

www.etcluster.org/emergency/ethiopia-tigray-region