

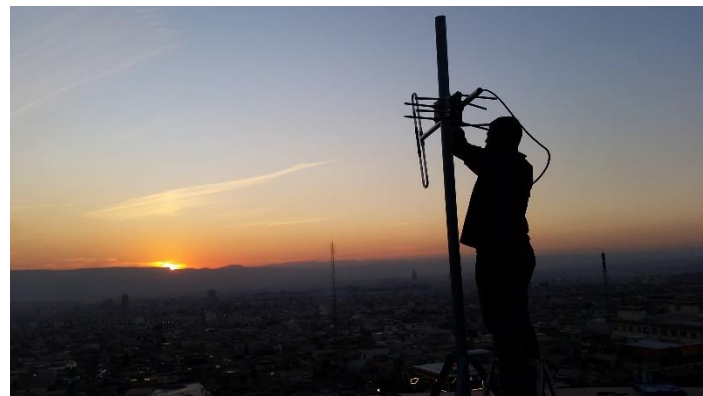
Iraq - Conflict

ETC Situation Report #59

Reporting period 01/03/2019 to 31/03/2019 – **Final Sitrep**

Highlights

- After almost five years of operating in Iraq, the ETC demobilized all its services and closed operations on 31 March, 2019.
- Since being activated in August 2014, the ETC has held 39 Local ETC Working Group meetings, 72 IT Task Forces and 40 Global ETC teleconferences.
- Internet connectivity services were provided in a total of 22 sites across Iraq at the peak of the response.
- A total of 7,549 connectivity vouchers were distributed to people in the affected community at the UNFPA Youth Centre and UNHCR site in Domiz camp which was the ETC's first ever Services for Communities (S4C) project.
- More than 400 humanitarian personnel received critical radio training throughout the activation of the ETC.
- Over the five years of the response, a total of 102 organizations were reliant on ETC services at some point, while 16 organisations closely supported ETC operations on the ground.



After almost five years, the ETC has demobilized from Iraq.
Photo: ETC Iraq

Overview

The ETC under the leadership of the United Nations World Food Programme (WFP), was activated in Iraq in August 2014 to fill the critical Information and Communication Technology (ICT) gaps in response to the deteriorating security situation in the country.

From then until March 2019, the ETC operation provided timely, predictable and effective Information and Communications Technology (ICT) services for humanitarians in 18 out of 22 humanitarian sites identified, including United Nations (UN) agencies, NGOs and for the first time ever, affected population.

The ETC demobilized all services in Iraq as of 31 March 2019.



Funding

The ETC required a total budget requirement of US\$9 million over the five years between August 2014 and March 2019. Of this, US\$5.94 million was received. The two main donors were the Iraq Humanitarian Pooled Fund and the Office of US Foreign Disaster Assistance (OFDA).

Impact

- The Emergency Telecommunications Cluster (ETC) Iraq was activated in August 2014 in response to the deteriorating security situation in the country. Since then, under the leadership of the World Food Programme (WFP), the ETC was delivering vital communications services to the entire response community on the ground, including its partners, UN agencies, NGOs and other humanitarian organisations.
- Since its activation in August 2014, the ETC successfully led the Local ETC Working Group, to convene ICT staff from different UN agencies and INGOs to discuss operational topics, plans and challenges. Now that the ETC has left Iraq, leadership of the WG will be rotated for one year. UNAMI is the lead for 2019.
- With the start of Mosul liberation military operation in 2016, the impact of ETC services became more tangible to humanitarians where it facilitated their response and the exchange of information between Erbil, Baghdad and the field.
- At the peak of the operation 2,388 humanitarians had registered to access ETC internet connectivity and security telecommunications services in As Salamiyah, Hassan Sham and Haj Ali. ETC connectivity also positively impacted affected communities, particularly where S4C projects had been established.

Services for Communities (S4C)

- A total of 7,549 internet vouchers were distributed to people from affected communities between 1 November 2016 to 30 September 2018 in the ETC's first ever Services for Communities project in Domiz camp. Connectivity enabled people to contact their loved ones, continue their education and search for work online.
- In 2019, the ETC supported the technical setup (ticketing system, reliable power supply and mobile phone charging station for four mobile phones) of three CRCs in West Mosul, East Mosul and Fallujah by implementing a queuing management solution. This enabled the CRCs to gather feedback from the affected communities on the assistance and services they received.



- The ETC support provided to the three identified CRCs included:
 - Installing equipment for the ticketing system and the TV monitors;
 - Donating generators to IOM to install;
 - Providing a user guide with IOM for affected communities on how to operate the ticketing system;
 - Providing training to the IOM IT focal point(s) on how to provide basic assistance to users on the mobile charging stations and ticketing system.
- The 3 CRCs were handed over to IOM in April 2019.

Challenges

- The security situation was volatile across the country with movements of humanitarian workers heavily restricted.
- Shipping equipment to the KRI and federal Iraq government was a lengthy process due to the length of time needed to obtain the correct documents and approvals.

Contacts

The ETC Iraq operation is now closed. To contact the Global ETC cell, email: Global.ETC@wfp.org

Acronyms

ACTED	Agency for Technical Cooperation and Development
CDO	Community Development Organization
COMCEN	Communications Centre
ETC	Emergency Telecommunications Cluster
HF	High Frequency
HRP	Humanitarian Response Plan
ICT	Information and Communications Technology
IOM	International Organization for Migration
ISIL	Islamic State in Iraq and the Levant
ISP	Internet Service Provider
IT	Information Technology
JCMC	Joint Coordination and Monitoring Center
KRG	Kurdistan Regional Government
LRT	Logistic Response Training
NGO	Non-Governmental Organisation



OCHA	Office for the Coordination of Humanitarian Affairs
S4C	Services for Communities
UN	United Nations
UNAMI	UN Assistance Mission for Iraq
UNCT	UN Country Team
UNFPA	UN Population Fund
UNHCR	UN High Commissioner for Refugees
UNICEF	UN Children's Fund
VHF	Very High Frequency
WFP	World Food Programme

All information related to ETC operations can be found on the ICT Emergency website: www.ETCluster.org.