

## Yemen – Conflict

### ETC Situation Report #71

Reporting period: 01/08/2022 to 31/08/2022

The ETC was activated in Yemen in April 2015 in response to the conflict crisis. Situation Reports are issued monthly.

## Highlights

- In August, the ETC provided data connectivity services to 1,021 humanitarian and security communications services to a total of 2,572 responders across 17 sites in Yemen.
- On 17 August, the ETC coordinated the handover of IT equipment as a donation from the World Health Organization (WHO) to the Ministry of Telecommunications and Information Technology (MoTiT) in Aden as part of the cluster's partner capacity building activities in Yemen.
- The ETC Coordinator conducted an oversight mission to Aden from 31 July to 6 August to meet with partners, discuss their needs, and assess the performance of ETC services provision in response to humanitarian operational needs.



IT equipment handed over to the Ministry of Telecommunications in Aden. Photo: WFP/ETC

## Activities

### Coordination

On 17 August, the ETC coordinated the handover of IT equipment to the Ministry of Telecommunications and Information Technology (MoTiT) in Aden. The donation was made by the World Health Organization (WHO).

The ETC Coordinator conducted an oversight mission to Aden from 31 July to 6 August to assess the readiness and effectiveness of ETC service provision in response to humanitarian operational needs. The Coordinator convened several meetings with partners and the local Internet Service Provider (ISP) to discuss opportunities for further improvements to service provision.

The ETC Coordinator met with the Supreme Council for the Management and Coordination of Humanitarian Affairs (SCMCHA) in Sana'a on 15 August to seek support in obtaining approval for the deployment of four VSAT stations at INGO sites in Sana'a, Ibb, Saada, and Hajjah.

WHO has extended the current Emergency Operations Centre (EOC) Service Level Agreement (SLA) until May 2023 – the ETC will fine-tune the EOC workplan and extend services accordingly.

The ETC received an official request from WHO to relocate one of the existing EOCs from Al-Amana to a new location.

### Internet connectivity

In August, the ETC provided data connectivity to 1,021 humanitarians across 17 sites in Yemen.

The ETC received a request from the UN clinic in Aden to provide their office with a stable and reliable internet connection through the existing ETC link provided to the UN hub. The team is planning a technical assessment of the site to determine the financial and technical requirements.

The ETC supported the transition of VSAT satellite services for seven Emergency Operations Centres (EOCs) in the south to the local provider, TeleYemen, following a directive from the Ministry of Telecommunications and Information Technology (MoTIT). Services will be activated on 1 September.

Implementation of the project to set up ICT systems in the office of SCMCHA in Sana'a is in the final stages. Two servers and the firewall will be delivered in early September.

### Security communications

ETC security communications services were provided to a total of 2,572 responders using the eight UNDSS-managed Security Operations Centres (SOCs) across the country.

The ETC carried out a joint technical mission with UNDP and UNDSS to relocate the Security Operations Centre (SOC) in Aden from the UNDP Area Office to the new UN clinic building provided by UNDP.

In collaboration with UNDP and UNDSS, a joint technical mission was carried out to relocate the SOC from UNDP to the UN clinic in Aden.

In coordination with UNDSS, the ETC programmed six VHF radios in response to a request from UNICEF in Aden.

The ETC in Aden conducted a technical assessment to install a Thuraya satellite phone docking station and a VHF base station radio in the new guesthouse based in the WFP-managed hub in Aden.

### User support

In August, the ETC helpdesk received and resolved 879 user requests.

In coordination with UNDSS, the ETC completed the development, set up, and handover of the visitor access system for the UN Common Accommodation Facility (UNCAF) in Sana'a. The digital system will enhance the security of the premises by automating the management of visitors' access to the compound.

## Planning

### Internet connectivity

As part of the plan to improve ETC connectivity services in the south of Yemen, the ETC is planning to provide the UNDP-hosted UN hub in Mukalla with additional bandwidth in response to increased humanitarian needs.

The ETC continues to work with the supplier in the south of Yemen to transition the remaining 13 VSAT satellite services to the local provider, TeleYemen.

The ETC is planning to pilot a new project for communities in the Internally Displaced Persons (IDP) camp in Al-Mokha. The project will provide solar powered lights around the water tanks already built by humanitarian responders.

The ETC is working on a connectivity improvement plan for the UN hubs in Al Mukalla and Al-Mokha.

The ETC team in Ibb plan to upgrade connectivity services in the WFP-hosted site.

The ETC has ordered four VSAT stations for the INGOs in Sana'a, Ibb, Saada and Hajjah. Two sites will be hosted by Save the Children in Ibb and Sa'ada, one by Action Contre La Faim (ACF) in Sana'a, and one by the Norwegian Refugee Council (NRC) in Hajjah. The ETC is awaiting approval from the authorities to proceed.

The ETC in Al Hodeidah received a request from OCHA to extend the ETC internet service to their new joint office.

### Security communications

The ETC in Aden received a request from UNHCR to inspect and repair their VHF radios.

The ETC Coordinator is planning an oversight mission to Ibb and Sada'a to assess the performance of ETC services provision in response to humanitarian operational needs.

## Challenges

The ETC continues to face difficulties in the importation of IT and telecommunications equipment. The pre-import certificate for the shipment of its two consignees from Djibouti to Aden is still pending approval from the Internationally Recognized Government (IRG). The UN Resident Coordinator's Office (UNRCO) has escalated the issue with Yemen's authorities. The ETC continues to await their formal approval, before initiating the procedure.

The ETC coordinator, during his visit to Aden, met with the RC office who reassured his support in obtaining pre-import approval for the ETC shipment from Djibouti to Aden. The approval process is in progress.

## Funding

The ETC is 72 percent funded out of a required US\$3.4 million for activities in 2022. Funding of US\$900,000 was received from the OCHA-managed Yemen Humanitarian Fund (YHF) to support its activities in Q3 2022, and YHF provided an additional US\$30,000 to fund partner projects. A further US\$1.5 million was committed by WHO in two allocations to continue ETC support for the cholera epidemic, led and coordinated by WHO.

## Meetings

The next Global ETC Joint teleconference will take place on **7 September 2022**.

## Contacts

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All information related to ETC operations can be found on the website:

[www.etcluster.org/emergencies/yemen-conflict](http://www.etcluster.org/emergencies/yemen-conflict)

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