

## Yemen – Conflict

ETC Situation Report #75

Reporting period: 01/12/2022 to 31/12/2022

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

### Highlights

- The ETC conducted its annual user satisfaction survey for 2022, resulting in an overall satisfaction rate of 94 percent for ETC services and activities provided in 20 sites across 10 common operational areas in Yemen.
- In December, the ETC provided data connectivity services to 1,029 humanitarians and security communications services to a total of 2,534 responders across 20 sites in Yemen.
- In response to the increased demand of humanitarian operations, the ETC installed two dedicated VSAT stations for the INGOs hosted by Save the Children International (SCI) in Ibb and Sada'a to provide stable and secure connectivity.



The ETC is installing a dedicated VSAT station for the INGOs hosted by Save the Children International (SCI) in Ibb to provide stable and secure connectivity.  
Photo: WFP/ETC

### Activities

#### Coordination

On 22 December, the ETC [user satisfaction survey results](#) were published and shared with ETC partners. The concerns and comments reported in the survey have been analysed and will be discussed with the partners on 25 January during the plenary session being held to finalize the 2023 workplan. The ETC achieved an overall user satisfaction rate of 94 percent in 2022.

The ETC continues to support the World Health Organization (WHO) in response to the cholera outbreak by establishing ICT infrastructure in 29 Emergency Operations Centres (EOC) in north and south Yemen.

The ETC team and the Ministry of Telecommunications and Information Technology (MoTIT) in Aden held a meeting with the Ministry of Transport, Civil Aviation and Meteorology Authority (CAMA) and Aden Airport Management to discuss the Aden International airport IT project. The Minister of Transport agreed to support the reactivation of the Internet Service Provider (ISP) service.

#### Internet connectivity

In December, the ETC provided data connectivity to 1,029 humanitarians from 20 sites across 10 common operational areas in Yemen.

The ETC in Hajjah conducted preventive maintenance of the network infrastructure for the new INGO site hosted by the Norwegian Refugee Council (NRC). The expansion of the ETC connectivity coverage to common areas within the NRC office is being reviewed.

The ETC in Aden sent a technical and oversight mission to Mocha in south Yemen from 20 November to 02 December to assess the ETC UN site network infrastructure and take necessary actions for further improvement of the internet service. The team also conducted preventive maintenance of the Security Operations Centre (SOC).

The ETC in Aden provided remote IT support to UN staff and the UNDSS-managed SOC in the UN hub in Turba.

The EOC completed the replacement of 36 damaged batteries to re-establish the solar power systems supporting ETC connectivity services in the Ministry of Public Health office in Sana'a.

In response to the increased demand of humanitarian operations, the ETC installed two dedicated VSAT stations for the INGOs hosted by Save the Children International (SCI) in Ibb and Sada'a to provide stable and secure connectivity.

The ETC continues to support the transition of VSAT services in the south of Yemen provided by Tele Yemen, a local service provider, following a directive from the Ministry of Telecommunications and Information Technology (MoTiT). The transition has been installed and completed in 10 sites, including for ZOA in Aden and PUAMI in Al-Mokha for INGOs.

### Security communications

In December, ETC security communications services were provided to a total of 2,534 responders using the nine UNDSS-managed Security Operations Centres (SOCs) across the country.

In coordination with UNDSS, the ETC team in Aden programmed five VHF radios for UNDP according to the UN standard callsign structure.

### User support

In December, the ETC helpdesk received and resolved 1,100 user requests.

## Planning

### Internet connectivity

The technical assessment of the relocation of the Ministry of Public Health EOC from Al-Amana to the new location in Sana'a is in progress.

The ETC team in Hajjah will install three access points and one cabinet at the NRC-hosted INGO site in early January 2023 to further improve the connectivity services. This is one of the new INGO sites that the ETC has equipped with VSAT stations.

The ETC is planning to send a technical mission to the UN hub in Al-Mukalla. The purpose of this mission is to review management of the internet bandwidth utilization and also to conduct preventive maintenance of the UNDSS SOC.

### Capacity Building

As part of its continued support in building the information management (IM) capacity of ETC partners in Yemen, iMMAP is planning to organize a training session on data analysis and visualization in 2023. The training will further improve the ETC's IM activities in Yemen.

The ETC conducted a learning needs assessment of its partners, namely members of the ICT/ETC working group to identify their training needs. Consequently, the ETC is planning to sign a local Long Term Agreement (LTA) with a service provider to deliver a series of technical and management training courses over the long term.

### Services for communities

The proposal for implementation of a new project for communities—which is supported with technical assistance by the ETC—in the Internally Displaced Persons (IDP) camp in Al-Mokha has been shared with the the UN Resident Coordinator's Office (UNRCO) for potential funding. The project will provide solar powered lights to 6,100 people using 21 water tanks already built by humanitarian responders.

## 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 UNRCO has escalated the issue with Yemen's authorities. The ETC is on stand-by awaiting the formal approval before initiating the procedure.

## Funding

The ETC in Yemen was 72 percent funded in 2022. The ETC received US\$900,000 from the Yemen Humanitarian Fund (YHF).

An additional cost-shared allocation of US\$219,000 has been approved by the UNRCO—mainly from UN agencies—to cover the ETC network upgrade cost in the South of Yemen.

## Meetings

The next Global ETC Joint teleconference will take place on **Thursday 26 January 2023**.

## 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)

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

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